



# Neighbourhood Crime Watchers Community Intelligence Reviewed 2026

**PUBLIC VERSION - FOR COMMUNITY TRANSPARENCY (EXCLUDES INTERNAL  
FORMS AND SECURITY-SENSITIVE PROCEDURES)**

**Protocols & Guidelines 2026**

[This Manual is subject to the Manual-Wide Disclaimer](#) for the: NCW - Community Intelligence  
[myncwcomintelligence@gmail.com](mailto:myncwcomintelligence@gmail.com) / <https://ourncw.com>

# Neighbourhood Crime Watchers - Community Intelligence 2024

PUBLIC VERSION - FOR COMMUNITY TRANSPARENCY (EXCLUDES INTERNAL FORMS AND SECURITY-SENSITIVE PROCEDURES)

## Protocols & Guidelines 2026

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## Acknowledgement of Country and Cultures

Neighbourhood Crime Watchers – Community Intelligence (NCW) acknowledges the Traditional Custodians of the lands and waterways on which we operate across Queensland and pays respect to Elders past and present. We recognise the enduring connection Aboriginal and Torres Strait Islander peoples have to Country, community, family, and culture. NCW also acknowledges all cultures, backgrounds, and faiths across our neighbourhoods—near and far. We recognise that safety, belonging, and dignity are universal rights, and we commit to working in a way that is lawful, respectful, inclusive, and grounded in community care for every person who calls this place home.



## NCW EXECUTIVE FOREWORD

The orders, protocols, guidelines, and procedures contained in this Neighbourhood Crime Watchers - Community Intelligence (NCW) Manual are issued for the guidance of all NCW personnel, including Executive, Coordinators, Admins, Patrollers and Watchers, in the performance of their roles and the effective, lawful management of NCW operations.

NCW is a civilian community organisation. We do not exercise police powers, and we do not replace Queensland Police Service (QPS), emergency services, regulators, or the courts. Our work exists to strengthen community safety by improving reporting accuracy, preserving evidence integrity, and building reliable community intelligence that supports prevention, pattern recognition and lawful escalation through the correct channels. Where immediate danger exists or a crime is in progress, the correct response is always to call **000**. For non-urgent matters, residents should use official police reporting pathways and retain any reference number issued for their records.

This Manual establishes NCW's operational framework, including the CRIME Protocols (Confirm, Record, Inform, Mitigate, Escalate), data and privacy controls, volunteer standards, and platform governance across NCW-appointed social spaces. These requirements exist to protect victims, residents, and volunteers, maintain public trust, and ensure NCW remains compliant with lawful civilian conduct and child-safety and privacy expectations.

While this Manual is designed to be practical and comprehensive, it cannot anticipate every scenario. Where uncertainty exists, members must seek guidance through NCW leadership pathways and, where appropriate, defer to official agency directions. In all circumstances, NCW personnel are expected to apply common sense and sound judgement, act ethically and lawfully, and avoid conduct that could compromise safety, evidence integrity, investigations, or the rights of individuals. NCW does not endorse confrontation, vigilantism, harassment, doxing, or public identification of alleged offenders.

NCW is committed to operating as a credible, accountable, community-led intelligence bridge that supports safer neighbourhoods and respectful collaboration with police and community stakeholders. This Manual is intended to be a contemporary operational tool that evolves as NCW grows, as legislation and platform environments change, and as community risk patterns shift. All authorised personnel are encouraged to take ownership of this document and provide feedback, recommendations, and improvement proposals through the established governance process.

D. J. Douglass  
**NCW Executive**  
2025

# INSTRUCTIONS FOR USE (NCW MANUAL)

The Neighbourhood Crime Watchers - Community Intelligence (NCW) Manual is provided as a consolidated set of standards, protocols, instructions, and guidance to assist NCW personnel to operate lawfully, consistently, and safely across all NCW-appointed activities and platforms.

## 1) Purpose and application

This Manual applies to all NCW roles, including (where applicable) the Executive Body, Coordinators, Admins, Watchers/Monitors, Patrollers, and any authorised persons acting on behalf of NCW. It may also be used as guidance by approved community stakeholders where appropriate, noting that NCW is a civilian organisation and does not exercise police powers.

## 2) Mandatory requirements vs guidance

This Manual contains two types of content:

- **Mandatory requirements** ("must", "must not", "required", "non-negotiable")  
These are minimum operational standards for NCW personnel. Non-compliance may result in removal of access, suspension, termination of volunteer status, and/or referral to the relevant authority where required.
- **Guidance provisions** ("should", "may", "recommended")  
These are included to assist decision-making and promote consistent practice. They are not intended to be prescriptive in every circumstance. NCW personnel are expected to apply judgement and discretion and must be able to demonstrate any action taken was reasonable, proportionate, and justifiable in the circumstances.

## 3) Priority rule (safety and lawful reporting)

Nothing in this Manual override's emergency response requirements or official agency directions.

- If a crime is in progress or there is immediate danger, call 000 immediately.
- For non-urgent matters requiring police assistance, use official police reporting pathways and retain any police reference/QP number issued for your records.  
NCW intelligence gathering does not replace reporting and must not delay emergency response.

## 4) Navigation and linked resources

The Manual uses **hyperlinks** to connect readers to related sections, templates, and external reference materials (legislation, government guidance, platform reporting tools). Hyperlinks are shown in **blue** and are intended to improve usability and reduce duplication.

Where the Manual is provided digitally, readers can use:

- the document search function (CTRL+F) to locate keywords, and
- embedded links to move between sections and referenced documents.

## **5) Updates and version control**

NCW operational environments and platform rules change. This Manual is controlled through document versioning. Printed or saved copies may be out of date. The most current version is the NCW's most authoritative copy.

## **6) Feedback and improvement**

NCW personnel are encouraged to identify risks, gaps, and opportunities for improvement. Suggestions must be forwarded through the NCW governance pathway nominated in the [Document Control section](#).

## **7) Compliance reminder**

NCW personnel must comply with all mandatory requirements contained within this Manual, including privacy safeguards, child-safety protections, evidence integrity standards (including original retention and labelling of working copies), [platform governance rules, and lawful conduct expectations](#).

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### 1. Manual-Wide Disclaimer and Limitation of Liability

1.1. This Manual is issued by Neighbourhood Crime Watchers - Community Intelligence (NCW) for internal governance, volunteer conduct, and community safety reporting guidance. The NCW Community Intelligence (NCW) is not a law enforcement agency. NCW operates solely as a civilian, community-led

reporting and safety resource and does not exercise police powers. This Manual does not authorise investigations, enforcement action, detention, pursuit, or public identification of alleged offenders unless provisions are provided by the appropriate governing bodies. / Information received or recorded by NCW (including from volunteers, residents, victims, and witnesses) is provided voluntarily and in good faith, and may be incomplete, time-sensitive, or unverified. Users must apply their own judgment and use official channels for reporting (000 for emergencies and Policelink for non-urgent matters).

1.2. Confidentiality and misuse: This Manual and any information handled under it must be used only for NCW purposes. Any unauthorised sharing, publication, or use outside NCW instructions and scope is not endorsed by NCW and may [expose the individual to legal risk](#).

1.3. Limitation of responsibility: To the maximum extent permitted by law, NCW, its office holders, volunteers, and information contributors (including victims and witnesses who come forward) are not responsible for any loss, harm, damage, or other consequences arising from:

- A. reliance on information in this Manual or information shared with NCW.
- B. actions or decisions taken by [third parties, including members of the public](#)
- C. the sharing, republishing, or [misuse](#) of information by others
- D. operational delays, outages, or limitations in systems, communications, or resourcing.

1.4. Volunteer protections (Queensland): Volunteers and office holders may have statutory protections when acting in good faith in authorised community work. For example, the Civil Liability Act 2003 (Qld) provides that a volunteer does not incur personal civil liability for acts or omissions done in good faith when doing community work organised by a community organisation or as an office holder. However, those protections do not apply in defined circumstances, including where conduct constitutes an offence, where the volunteer is intoxicated and fails to exercise due care and skill, where the volunteer acts outside authorised scope or contrary to instructions, where insurance is required under law, or for certain motor accident liabilities. Queensland Legislation

1.5. No exclusion where unlawful: Nothing in this Manual limit or excludes [liability](#) where it cannot legally be limited or excluded, and nothing authorises unlawful conduct. All NCW participants must comply with applicable laws and NCW policies, including [privacy](#), [confidentiality](#), [evidence integrity](#), and [communications controls](#). Review: This Manual and its [disclaimers](#) are subject to version control and external legal/compliance review as determined by [NCW governance](#).

## NCW Protocols & Guidelines 2026

This Manual is subject to the Manual-Wide Disclaimer for the: NCW - Community Intelligence –  
Including amendments to the following incentives, missions and workings: DFWP / NSFC /  
NCWCI / JL.





## 2. NCW Governance & Operations Summary

### 2.1. Neighbourhood Crime Watchers – Community Intelligence (NCW)

### 2.2. Patroller Alignment, Overview, Risk Assessment, Information Governance

### 2.3. NCW Governance & Operations Summary

Document Owner: Neighbourhood Crime Watchers – Community Intelligence (NCW) © 2024

Document purpose: Reference overview for public review

Authority of: Damion Douglass, Director

Reviewed by:

Contact: myncwcomintelligence@gmail.com

Website: <https://ourncw.com>

Date: January 2024/2025/2026

Operational footprint:

- (Div.1,2) Rochedale South, Springwood
- (Brisbane Division) Rochedale
- (Div.1-12) Logan City.

### 2.4. What NCW is

NCW is a **community-led intelligence and prevention network** that helps residents **report more effectively**, reduces panic-driven misinformation, and supports safer neighbourhood behaviour through structured observation, documentation, and escalation.

NCW is not a law enforcement body and does not exercise police powers.

### 2.5. What NCW does

- Receives community observations (suspicious activity, vehicle theft patterns, unlawful entry indicators, safety concerns).
- Improves reporting quality (time, location, descriptions, direction of travel, supporting footage where lawfully captured).
- Guides correct reporting pathways:
  - Emergency / active crime: 000 Queensland Police Service
  - Non-urgent reporting: Policelink 131 444 / Online Queensland Police Service
  - Anonymous info: Crime Stoppers Crime Stoppers Queensland
- Promotes prevention actions (target hardening, camera optimisation, key security, neighbour awareness).

## 2.6. What NCW does not do (hard boundaries)

- No vigilantism, no investigations, no surveillance operations, no coercive engagement.
- No chasing, detaining, cornering, or confronting suspects.
- No entering private property without permission.
- No publishing allegations, suspect identifications, or "wanted" style posts.

This is operationally enforced through: Patroller Manual, mandatory sign-off, release and removal procedures.

## 2.7. Patroller operating model

Patrollers operate as visible, lawful observers who record factual intel and escalate appropriately. Patrol activity is designed to reduce harm and increase reporting accuracy, not to "catch offenders".

## 2.8. Legal alignment and risk controls (Queensland)

NCW's manual and sign-off system is built around the highest-risk failure points we see in community groups: privacy breaches, unlawful recording, doxing/defamation, and unsafe citizen/community action.

### Key controls:

- Volunteer conduct is limited to authorised activities and acting within NCW instructions (important for volunteer protections). Queensland Legislation
- Citizen arrest is not an NCW function and is strongly discouraged; members are directed to disengage and report (Queensland citizen arrest provisions exist but are narrow and high risk). Queensland Legislation
- Privacy handling follows a "minimum necessary, secure, limited disclosure" model aligned with recognised privacy principles (APP/QPP style handling). Information Commissioner QLDOAICOAIC
- Listening device / private conversation rules: members are prohibited from unlawful recording and from communicating/publishing private conversation content outside lawful purpose. AustLIIQueensland Legislation
- Visual recording in breach of privacy: members are directed never to film/record where a reasonable expectation of privacy exists. [www5.austlii.edu.au](http://www5.austlii.edu.au)
- Defamation control: NCW prohibits naming alleged offenders and prohibits speculative accusations; reporting goes to QPS. (QLD serious harm element applies to defamation actions.) AustLII
- Public recording

## 2.9. Information governance (confidentiality + non-dissemination)

NCW treats operational intel and member details as **confidential** and restricts dissemination to:

- direct reporting to QPS/PoliceLink/Crime Stoppers, and/or
- authorised internal handling for consolidation and safety messaging.

Patrollers/Watchers sign strict rules prohibiting:

- sharing internal intel externally  
sharing volunteer identities, patrol locations, or internal platform content
- doxing victims/witnesses
- publishing screenshots/messages/logs

***Breaches trigger immediate access revocation and may be referred appropriately.***

## **7) Escalation and quality assurance.**

- NCW encourages primary reporting by victims/witnesses to QPS.
- NCW consolidates intel when multiple reports indicate a pattern, ensuring:
  - factual-only summaries
  - time/location precision.
  - attachment handling and retention integrity
  - no public contamination of potential evidence
  - Contact to authorities on all levels (minor to major (NCW Behavioural Matrix+))

## **8) Attached documents**

1. NCW Patroller Manual (operational boundaries + non-negotiables)
2. General Release of Liability + Code of Conduct + Privacy / Non-Dissemination Acknowledgment
3. Incident / Intel templates (minimum reporting standard)
4. Platform rules / communications standards (anti-defamation, anti-doxing, no real-time patrol posting publicly)
5. Data handling + access control summary (storage, retention, escalation controls)

## **9) Requested liaison point**

NCW requests a **single nominated QPS liaison contact or pathway** for each division (where appropriate) for:

- time-sensitive intelligence consolidation (repeat offenders/patterns/hot zones)
- clarification on what is useful for reporting in our operational footprint.
- reducing misinformation and ensuring community messaging aligns with safety.

## **NCW Affiliates, Impersonation, and Identity Misuse**

## **2.1. NCW Affiliations, Impersonation & Identity Misuse**

## **2.2. NCW Legal Deterrence Notice**

### **Impersonation • Identity misuse • Harassment • Defamation • Misleading conduct (Qld / Australia)**

NFP entity-a (NCW) civil & lawful position and response - Where NCW identifies content or conduct that appears to involve impersonation, identity misuse, harassment, threats, fraud-by-deception, or defamatory publication, NCW may (as appropriate): 1. Preserve evidence (screenshots, URLs, timestamps, account identifiers, message threads). 2. Report to the relevant platform (including Meta/Facebook/Messenger impersonation reporting). Facebook. 3. Support affected persons to report to police and provide consolidated evidence where requested. 4. Obtain independent legal advice and pursue lawful remedies. 5. Potential legal exposure (depends on facts). Conduct of this type may engage one or more of the following, depending on circumstances:

Criminal Code Act 1899 (Qld):

s 408C (Fraud): dishonest conduct to obtain a benefit/advantage or cause a detriment.

Queensland Legislation:

s 408D (Identification information): obtaining or dealing with another entity's identification information for the purpose of committing/facilitating an indictable offence.

Queensland Legislation/Summary Offences Act 2005 (Qld):

s 22 (Imposition): making false representations (including by dress/apparel/pretence) to obtain money or an advantage.

Queensland Legislation:

Criminal Code Act 1995 (Cth): Part 9.5 / Division 372 (Identity crime): offences relating to dealing in and possessing identification information (including where a carriage service is involved).

Federal Register of Legislation

s 474.17 (Carriage service harassment): using a carriage service (internet/apps/telecommunications) in a way reasonable persons would regard as menacing, harassing or offensive.

Federal Register of Legislation

Defamation Act 2005 (Qld): Civil liability may arise where published matter carries defamatory imputations and meets the Act's requirements (including reforms now in force).

Queensland Legislation: Australian Consumer Law (Schedule 2, Competition and Consumer Act 2010 (Cth)): s 18 (Misleading or deceptive conduct): applies in trade or commerce (relevant where impersonation is used to solicit paid services, commercial benefit, or certain fundraising/transactional conduct).

#### **2.2.1. NCW affiliation and transparency standard issue (reviewed Dec 2025)**

Neighbourhood Crime Watchers – Community Intelligence (NCW) is not affiliated with any group, page, chat, or "community safety" network that cannot:

- clearly identify its administrators, and
  - explain how member information is collected, stored, accessed, retained, and used, including clear complaint/removal pathways.
  - If a group cannot meet this baseline, it is not recognised as NCW and residents should not provide it with personal information, CCTV, addresses, victim details, or money.
- 

#### **2.2.2. What counts as impersonation (online or in person)**

##### **Impersonation/misrepresentation may include:**

- Using the NCW name, logo, branding, or near-identical branding to appear official.
  - Claiming to be an NCW admin/volunteer/affiliate or claiming to "speak for NCW" when not authorised.
  - Approaching residents, businesses, schools, MPs, media, or services while presenting as NCW.
  - Requesting donations, CCTV, addresses, or personal details "for NCW", especially via Messenger/WhatsApp.
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#### **2.2.3. Platform enforcement (Meta: Facebook, Messenger, Instagram)**

- Impersonation is not permitted on Facebook, and Meta provides reporting pathways (including reporting profiles/pages in Messenger and even reporting without having an account). Facebook
  - NCW will use those pathways to request restriction/removal where an account/page/group is posing as NCW or an NCW representative.
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#### **2.2.4. Legal implications NCW will explore (= evidence that supports it)**

Where evidence indicates identity misuse, deception, harassment, fraud, or harm, NCW will support affected persons to report through the proper channels and may seek independent legal advice.

**Depending on the facts, impersonation can overlap with:**

- Fraud/deception (Queensland) - dishonest conduct to gain a benefit or cause detriment.
- Identity crime (Commonwealth) - misuse/dealing in identification information for fraudulent purposes.
- Carriage service offences (Commonwealth) - using online services to menace, harass, or cause offence.
- Defamation risk (Queensland) - false public claims that damage reputation (this cut both ways: impersonators and reckless accusations).
- Misleading or deceptive conduct (ACL) - where impersonation is tied to trade/commerce (e.g., paid services or certain fundraising arrangements).
- Cases exemplified and referenced:
  - Aussie Helpers (Qld District Court – reported by ABC):  
<https://www.abc.net.au/news/2023-05-22/aussie-helpers-win-defamation-case-facebook-comments-queensland/102378378>
  - Hallam v Pyne / Kennedy (Qld District Court – reported by ABC):  
<https://www.abc.net.au/news/2024-10-30/former-cairns-mp-rob-pyne-defamation-damages-greg-hallam/104536198>
  - LGAQ confirming not-for-profit CLG status: <https://www.lgaq.asn.au/about-us/our-story>.
  - O'Reilly v Edgar [2019] QSC 24 (case summary – widely cited):  
<https://inform.org/2019/03/24/case-law-australia-oreilly-v-edgar-fact-free-facebook-posts-250000-damages-gabrielle-hunter/>
  - Karting Australia annual report stating it is NFP limited by guarantee:  
<https://www.karting.net.au/wp-content/uploads/2021/05/2020-Annual-Report-Final.pdf>.
  - QLD Defamation Act - "excluded corporations" (why many NFPs \*can\* sue):  
<https://www.legislation.qld.gov.au/view/whole/html/inforce/current/act-2005-055>

**2.2.5. NCW response pathway (lawful, civilian, evidence-first)**

**If impersonation is suspected, NCW will:**

1. Preserve evidence first (screenshots, URLs, timestamps, account IDs, chat logs). eSafety strongly recommends collecting evidence before content disappears. eSafety Commissioner
2. Report to the platform (Facebook/Messenger/Instagram impersonation pathways) and request takedown. Facebook
3. Safety escalation:
  - If threats, extortion, stalking, violence risk, or immediate danger: call 000.
  - Otherwise: report through appropriate police channels and keep your police reference for records.

4. Police referral (where appropriate): NCW may provide consolidated evidence to support lawful reporting and investigations.
  5. Independent legal advice: NCW may engage qualified legal enterprises for policy review and lawful correspondence/remedies.
  6. Public clarification (if required): NCW may publish a short verification notice to protect residents-without naming alleged individuals publicly.
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#### **2.2.6. Resident instructions**

- Do not engage suspected impersonators. Do not argue, threaten, or "sting" them. Contact the Police immediately.
- Do not send money, ID documents, CCTV, addresses, or victim details to unverified accounts.
- Collect evidence, then report to the platform and report to police if threats/fraud/harm are involved.
- If you are being targeted online, eSafety recommends: Collect → Report → Block → Support → Review privacy settings. eSafety Commissioner.



# NCW Project Roadmap

### 3. The NCW Project Roadmap

#### 3.1. - Strategy

##### Focus areas.

- **Intelligence to Action**  
Establish a consistent and timely pathway from resident observations to verified, actionable intelligence. This includes standardised reporting, evidence capture, quality assurance, triage, and structured escalation through appropriate channels (000, Policelink, and NCW reporting systems), including consolidated intelligence sharing with Queensland Police Service (QPS) where appropriate.
- **Governance, Privacy and Risk Management**  
Maintain strong organisational governance to protect residents, volunteers, and the organisation. This includes privacy and confidentiality requirements, lawful handling of information, role-based access controls, quality assurance, complaint handling, and brand integrity. Governance ensures NCW activity remains community-led, evidence-based, and compliant with relevant obligations.
- **Community Capability, Engagement, and Sustainable Operations**  
Build long-term community capability through training, recruitment pathways, operational support, and partnerships. Strengthen community engagement, business collaboration, and transparent resource management to ensure NCW can operate consistently without volunteer fatigue and with clear accountability.

##### How the focus areas support objectives

- **Strategic focus 1:**  
**Intelligence to Action Pipeline**  
This focus area supports NCW's long-term objective of improving community safety by increasing the quality, completeness, and timeliness of reporting. Standardised intelligence handling improves decision-making, reduces misinformation, and strengthens the ability to identify patterns and risks for appropriate escalation to QPS.
- **Strategic focus 2:**  
**Governance, Privacy, and Risk Management**

This focus area supports NCW's long-term objective of maintaining community trust and organisational credibility. Clear governance reduces legal and reputational risk, protects sensitive information, ensures consistent decision-making, and strengthens NCW's ability to work effectively with partner agencies and the broader community.

→ **Strategic focus 3:**

**Community Capability, Engagement, and Sustainable Operations**

This focus area supports NCW's long-term objective of building sustainable community participation and operational continuity. Training and support structures increase volunteer readiness and consistency, while partnerships and transparent resourcing improve the organisation's ability to respond during periods of increased demand.

**3.2. - Key initiatives**

The PCBU - Neighbourhood Crime Watchers - Community Intelligence.	The <b>STAKEHOLDERS</b> – The organisations that we serve – our members: The Federal and State Government and non – government partners who provide funding and much needed in-kind support to organisation service providers.
<b>Description</b>	<b>Expected Outcomes</b>
<p>NCW's key initiatives focus on building a dependable, legally safe community intelligence system that turns resident observations into actionable reporting without drama, distortion, or risk to the public.</p> <p>The roadmap prioritises a single intake and triage pathway, clear verification and de-duplication standards, and strict evidence integrity rules that preserve originals while allowing controlled</p>	<p>1) Higher-quality intelligence reaching police channels</p> <ul style="list-style-type: none"> <li>Residents submit clearer, more complete reports (time, location, direction of travel, descriptions, evidence).</li> <li>QPS receives better-packaged intelligence with less noise and more context. <b>Measures:</b> % of reports meeting "complete" standard, % with usable evidence, # of consolidated intel packs shared (where appropriate).</li> </ul> <p>2) Faster triage and safer escalation</p> <ul style="list-style-type: none"> <li>Less delay between observation and the correct action (000 vs Policelink vs NCW log).</li> <li>Critical incidents escalate quickly and consistently, without panic-posting. <b>Measures:</b> median triage time, % correctly routed on first pass, response targets met.</li> </ul> <p>3) Reduced misinformation and duplicate churn</p>

<p>working copies for clarity (with firm limits on AI use).</p> <p>It strengthens zone-based operations, so Watchers and Patrollers work from the same playbook, delivers consistent intelligence products like monthly trend briefs and hotspot notes, and formalises police liaison and escalation so critical information reaches the right channels quickly and respectfully.</p> <p>Alongside this, NCW locks in communications governance, data security, and a structured volunteer lifecycle from vetting to training, backed by transparent funding practices and routine internal legal/compliance review to keep the organisation credible, sustainable, and trusted by the community.</p>	<ul style="list-style-type: none"> <li>• Fewer repeated/looped posts that inflate fear and waste admin time.</li> <li>• Reports are de-duplicated and confidence-rated (unconfirmed/corroborated/verified). <b>Measures:</b> duplicate rate reduction, # of corrections required, time saved in admin workload.</li> </ul> <p>4) Evidence integrity that stands up to scrutiny</p> <ul style="list-style-type: none"> <li>• Originals are preserved, working copies are clearly labelled and logged, edits are transparent, and AI is not used to transform evidence.</li> <li>• Lower risk of evidence being challenged due to mishandling or unclear provenance. <b>Measures:</b> % of evidence items with original retained + edit log (where edits occur), # of integrity breaches (target: zero), audit pass rate.</li> </ul> <p>5) Stronger legal safety and privacy protection</p> <ul style="list-style-type: none"> <li>• Public communications stay defamation-safe and privacy-safe.</li> <li>• Victims, witnesses, and bystanders are better protected from exposure. <b>Measures:</b> # of privacy/defamation risk incidents, complaint volumes, post approval compliance rate.</li> </ul> <p>6) Consistent zone operations and volunteer performance</p> <ul style="list-style-type: none"> <li>• Watchers and Patrollers operate under one playbook with shared standards.</li> <li>• Zone leads have clarity on priorities (hotspots, trends, repeat locations) and what to do with intel. <b>Measures:</b> training completion rate, competency refresh completion, zone activity consistency.</li> </ul> <p>7) Improved community confidence and participation</p> <ul style="list-style-type: none"> <li>• Residents feel empowered to report properly and are less likely to freeze, speculate, or disengage.</li> <li>• Growth becomes safer and more controlled (quality &gt; quantity). <b>Measures:</b> reporting volume <i>with quality maintained</i>, member retention, engagement on prevention content.</li> </ul> <p>8) Sustainable operations with reduced burnout risk</p> <ul style="list-style-type: none"> <li>• Workload becomes more predictable through triage, templates, automation, and clear role boundaries.</li> </ul>
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## NCW Protocols & Guidelines (Public)

	<ul style="list-style-type: none"> <li>Fewer "all hands, all the time" emergencies internally. Measures: admin backlog size, average workload per admin, volunteer retention, welfare check-ins.</li> </ul> <p>9) A trusted partner and support network that helps people</p> <ul style="list-style-type: none"> <li>Residents affected by crime get referred into vetted, accountable support (repairs, security upgrades, DV support pathways) without dodgy backdoor endorsements. <b>Measures:</b> partner coverage by category, referral satisfaction feedback, partner compliance reviews.</li> </ul> <p>10) Credibility through transparency and internal review</p> <ul style="list-style-type: none"> <li>Funding is tracked and reported transparently, and policies are reviewed by Queensland legal/compliance professionals on schedule.</li> <li>NCW's reputation stays strong because governance is visible and mature. Measures: review schedule adherence, version control accuracy, transparency</li> </ul>
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Expected	KPI	Target	Frequency	Owner
Higher quality intelligence	Report completeness rate. Usable evidence attached rate. Correct location precision rate.	80% complete reports 60% with usable evidence where available. 90% include precise location.	Monthly	Admin Lead
Faster triage and correct escalation	Median triage time for NCW submissions Correct routing rate (000 vs Policelink vs NCW log) Escalation pack turnaround for priority intel	Median under 12 hours 90% correctly routed the first pass. Priority intel pack within 24 hours	Weekly, Monthly	Admin Lead, Coordinator
Reduced duplication and misinformation	Duplicate report rate Corrections required on public posts. Moderation actions per month	30% reduction in duplicates within 90 days. Under 2 corrections per month. Downward trend quarter on quarter.	Monthly	Comms Lead, Admin Lead
Evidence integrity maintained	Original retained rate for all evidence items Working copies correctly labelled rate	100% originals retained. 95% correctly labelled working copies	Monthly audit	Compliance Lead

# NCW Protocols & Guidelines (Public)

	Edit log completion rate where edits occur	95% edit log completion		
Privacy and legal safety strengthened	Non-compliant post removal time. Privacy complaints count Confirmed privacy breaches	Non-compliant content removed or corrected within 2 hours of detection. Downward trend quarter on quarter Zero confirmed breaches (target)	Monthly	Compliance Lead, Comms Lead
Consistent zone operations	Zone brief issued rate Patrol activity log submission rate Hotspot pins recorded to standard	Weekly zone brief 90% of weeks 80% patrol logs submitted on time. 95% pins include date, time, location, category	Weekly	Zone Leads
Community confidence and participation increases	Quality reports per 100 members Speculation post rate (unverified claims). Community confidence pulse score	20% increase in quality reports within 6 months 30% reduction in speculation posts within 90 days Average 4 out of 5 confidence score	Monthly, Quarterly	Community Engagement Lead
Sustainable operations with reduced burnout	Admin backlog size Median time to close nonpriority submissions. Volunteer retention rate (6 month)	Backlog under 50 items or under 7 days old. Close within 7 days median. 75% retention at 6 months	Weekly, Quarterly	Executive, Admin Lead
Trusted partner network delivers practical support	Partner coverage by category Referral completion rate. Resident satisfaction (post referral)	Minimum 1 vetted partner per priority category per zone. 70% referral follow through where appropriate. Average 4 out of 5 satisfactions	Quarterly	Partnerships Lead

## NCW Protocols & Guidelines (Public)

Credibility and transparency maintained	Transparency update cadence met Policy version control up to date. External legal or compliance review completed	Monthly update published 10 of 12 months. 100% policy documents show current version and review date Annual review completed and actions logged	Monthly, Annual	Treasurer, Executive, Compliance Lead
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## 4. General Release of Liability (GRL)

### NCW Volunteer Statement – Manual Disclaimer & Limitation of Liability

I, the undersigned, confirm that I am volunteering with **Neighbourhood Crime Watchers – Community Intelligence (NCW)** and I understand that my involvement is conditional on full compliance with the NCW Volunteer Manual.

I acknowledge that the **entire contents** of the NCW Volunteer Manual, including all stated objectives, guidelines, policies, protocols, non-negotiables, and any supporting schedules or appendices, as well as the **Manual Disclaimer and Limitation of Liability** that applies across the whole document.

I understand that NCW is a civilian, community-led intelligence and reporting network and is **not** a law enforcement body, emergency service, security provider, or legal service. I understand I have **no police powers**, and my role is limited to lawful, non-confrontational observation, recording only when safe and lawful, and reporting through the correct channels.

I understand that the Manual and associated NCW documents are **general operational guidance only** and **not legal advice**, and that I am responsible for obtaining independent legal advice if I require advice about my personal rights or obligations.

I understand volunteering can involve risk, including risks created by third parties and unpredictable events. I accept that I must prioritise safety, always comply with all laws, follow NCW safety rules, disengage when risk increases, and report crime through the correct police pathways first where required.

To the maximum extent permitted by law, I acknowledge and agree that NCW, its officers, representatives, and volunteers are not liable for loss, damage, injury, or expense arising from my actions or omissions, my failure to follow the Manual or lawful instructions, or the conduct or misuse of information by third parties. Nothing in this statement excludes any liability that cannot lawfully be excluded.

I understand that any breach of the Manual, particularly non-negotiables (including weapons, confrontation/pursuit, doxing, defamation, confidentiality breaches, or evidence tampering), may result in immediate suspension or removal from NCW and may be referred to Queensland Police Service (QPS) or other authorities where required or appropriate.

[Please sign Below](#)



Date:	Signed:	<div style="text-align: center;"> <u>X</u> </div>
	Name:	
Date:	Signed:	<div style="text-align: center;"> <u>X</u> </div>
	Name:	The Neighbourhood Crime Watchers - Community Intelligence.

[Signature Manual wide Disclaimer](#)

Field	Required entry
Liaison Role Title	(e.g., QPS Liaison, Government Liaison, Media Liaison, Legal Liaison)
Scope (Agency/Domain)	QPS (division/district as appropriate) / AFP / Government / Legal / PI / Other
Authorised By	NCW Executive (position title)
Authority Start Date	
Authority End/Review Date	
Approved Contact Channels	Official NCW email only; approved phone; no private/social DMs for official liaison
Information Limits	Minimum necessary; no bulk release; no public identification of alleged offenders//victims

## NCW Protocols & Guidelines (Public)

Recordkeeping Requirement	Log all contacts, disclosures, and reference numbers
Conflict of Interest Declaration	Yes/No + details
Signature (Liaison)	
Signature (Executive)	

Verification item	Requirement
Identity and business verification	ABN/ACN (if applicable), registered business details
Licensing (if required)	Current licence evidence (e.g., private investigator licence where applicable)
Insurance	Professional indemnity/public liability (as relevant)
Confidentiality and data handling	Signed NDA/data-handling terms before access
Scope and limitations	Written scope, deliverables, timeframes, lawful methods only
Access control	Least privilege access; audit trail
Conflict of interest	Declared and managed
Engagement approval	Executive approval recorded



*This Part is subject to the Manual-Wide Disclaimer*

## **5. Volunteer Vetting, Clearance, and Conduct Policy (Public Summary)**

**Document status:** Public-facing policy summary (operational procedures may be more detailed)

**Approved by:** NCW Executive

**Purpose:** To protect community safety, preserve trust, and ensure NCW volunteers operate lawfully as civilians. *(a person who is not a member of the armed forces.: "humanitarian action must be undertaken to protect civilians")*

**This section aligns with the NCW Project Roadmap Principles and Non-Negotiables and relevant Queensland legislative requirements.**

### **5.1. Purpose**

1.1 NCW is a civilian community safety network. NCW volunteers support residents to observe, document, and report matters through lawful channels and, where appropriate, consolidate verified community intelligence for referral to Queensland Police Service (QPS).

1.2 This policy sets out NCW's vetting and clearance process, including non-negotiable suitability requirements, and a Code of Conduct excerpt for publication.

### **5.2. Scope**

2.1 This policy applies to all NCW volunteer roles, including:

- (a) Watchers (online monitoring and reporting support)
- (b) Patrollers (on-ground observation and reporting support)
- (c) Administrators and Moderators (platform, data, and community management)
- (d) Executive or Coordinators (oversight, triage, and escalation)

**2.2 Higher-risk roles and roles with greater access to internal information are subject to higher screening thresholds.**

### **5.3. Guiding principles**

3.1 NCW operates within lawful civilian rights and responsibilities. Volunteers must not act as police, represent themselves as police, or undertake enforcement activity.

3.2 NCW applies "need-to-know" access controls and limits information handling to what is necessary for community safety.

3.3 NCW requires confidentiality and data integrity for any internal reports and communications. (NCW's administrator confidentiality and security expectations include keeping information confidential, not disclosing to third parties, and not deleting or altering official records without authorisation.)

#### 5.4. Legal and regulatory context (non-exhaustive)

**4.1 Audio recording and private conversations:** Queensland law restricts using a listening device to overhear or record a private conversation you are not a party to, and restricts communication or publication of such [private conversations in certain circumstances](#).

**4.2 Child-related work:** A blue card or exemption card is required for regulated child-related work or business in Queensland and is governed by the Working with Children (Risk Management and Screening) Act 2000 (Qld).

**4.3 Volunteer liability protections:** Queensland provides volunteer civil liability protections in certain circumstances for community work organised by a community organisation, subject to conditions and exceptions set out in the [Civil Liability Act 2003 \(Qld\)](#).

**4.4 Work health and safety:** Volunteers have duties to take reasonable care for their own health and safety and not create risks to others, including in non-profit and volunteer settings under Queensland WHS frameworks.

**4.5 Anti-discrimination:** [The Anti-Discrimination Act 1991](#) (Qld) prohibits discrimination on the basis of specific protected attributes listed in section 7.

**4.6 Defamation:** Queensland defamation law includes requirements such as the concerns notice process before proceedings can be commenced, and other obligations under the [Defamation Act 2005 \(Qld\)](#).

**4.7 Privacy:** Depending on its structure and activities, a not-for-profit may have obligations under the [Privacy Act 1988 \(Cth\)](#), may be exempt in some circumstances, and may also opt-in to coverage. NCW applies privacy-by-design practices regardless.

#### 5.5. Definitions

**5.1 Applicant:** A person applying to volunteer with NCW.

**5.2 Clearance:** A decision outcome allowing appointment to a role (with or without conditions).

**5.3 National Police Certificate (NPC):** A certificate listing an individual's disclosable court outcomes from all Australian police jurisdictions, based on information provided and the purpose of the check.

**5.4 Confidential Information:** Internal reports, messages, discussions, incident reports, police logs, member details, strategies, and any unpublished information shared within NCW authorised channels and platforms.

## **5.1. Vetting and clearance process**

### **5.1.1. Stage 1: Application, identity verification, and suitability screening**

NCW requires applicants to provide, at minimum:

- (a) Volunteer application (role, preferred zone/suburb, availability)
- (b) Agreement to NCW Code of Conduct and confidentiality obligations
- (c) Conflict of interest declaration
- (d) Proof of identity (sighted and recorded consistent with lawful verification practices)
- (e) Suitability discussion (role expectations, boundaries, judgement, temperament, and lawful conduct)

**Stage 1 outcome: Proceed to Stage 2, place on hold pending information, or decline.**

### **5.1.2. Stage 2: Screening checks (role-based)**

6.2.1 Screening is conducted only with the applicant's informed consent and is limited to lawful and proportionate checks.

6.2.2 For many roles, NCW requires an NPC (or equivalent) noting it cannot contain unlawful disclosable court outcomes. Queensland's Criminal Law (Rehabilitation of Offenders) Act 1986 contains restrictions around requesting disclosure of charges and certain criminal history information. [legislation.qld.gov.au](http://legislation.qld.gov.au). However, the NCW may request non-spent convictions a person is legally required to disclose, and/or can use a consent-based National Police Check process. In the explanation of spent convictions/rehabilitation periods, applicants may wish to get legal advice.

6.2.3 The NCW (PCBU) does not collaborate with persons under the ages of 21. Where a role involves regulated child-related work, a current blue card or exemption card is mandatory and assessed under Queensland's blue card system and governing legislation.

Stage 2 outcome: Approved, Approved with Conditions, or Declined.

### **5.1.3. Clearance outcomes**

- (a) Approved: Cleared for appointment to the applied role.
- (b) Approved with Conditions: Cleared with restrictions (for example, no admin access, limited data access, or probationary review).
- (c) Declined: Not cleared for appointment.

## **5.2. Suitability and criminal history policy (NCW non-negotiables)**

### **5.2.1. Risk-based assessment.**

7.1.1 NCW assesses suitability based on legitimate safety and trust risks relevant to the duties of the role.

7.1.2 NCW considers only what is lawfully available and relevant, including any information disclosed on an NPC as **disclosable court outcomes**.

### 5.2.2. Non-negotiable exclusions (role-incompatible)

Subject to any applicable legal requirements, NCW will ordinarily **decline clearance** where an applicant has disclosable outcomes or current matters indicating an unacceptable risk in any of the following categories:

- (a) **Violence-related offences** (including serious assault, robbery, grievous bodily harm type offending)
- (b) **Sexual offences**, particularly those involving children or vulnerable persons
- (c) **Domestic and family violence related offending** demonstrating coercion, intimidation, stalking, or ongoing risk behaviours
- (d) **Stalking, threats, intimidation**, or offences involving targeted harassment or menacing conduct
- (e) **Weapons offences** indicating escalation risk
- (f) **Dishonesty offences** (including fraud, identity offences) where the role requires trust, access, or internal information handling
- (g) **Cyber-related offences** involving unlawful access, surveillance, hacking, or misuse of systems
- (h) **Interference with justice** type behaviours (witness intimidation, evidence tampering, obstructing processes)
- (i) **Any current charges** in the above risk areas, pending outcome

***Note: Where the law requires a statutory clearance (for example, blue card requirements), NCW will comply strictly with that scheme and will not appoint a person to a role requiring that clearance unless requirements are met.***

### 7.3 Procedural fairness

7.3.1 NCW may give an applicant the opportunity to provide context where appropriate (except where prohibited by law, or where the risk is immediate, severe, or incompatible with the role).

7.3.2 NCW may consider factors including: relevance to role, time elapsed, pattern versus isolated incident, and demonstrated rehabilitation, noting that an NPC only provides disclosable outcomes.

## 5.3. Information handling, confidentiality, and data integrity

8.1 NCW limits access to internal information to authorised volunteers on a need-to-know basis.

8.2 Volunteers must keep internal reports, discussions, and data confidential and must not disclose them to media, non-members, or unauthorised individuals.

8.3 Volunteers must not delete, alter, or tamper with reports, messages, or files unless explicitly authorised; records are treated as official documentation for governance and oversight.

8.4 Breaches may result in immediate access revocation and may be escalated to relevant authorities where required.

## 5.4. Ongoing suitability and review

9.1 NCW may check and re-check suitability where:

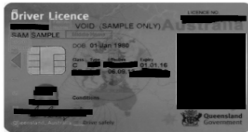
- (a) the volunteer changes roles to a higher-access position,
- (b) The NCW becomes aware of credible conduct concerns, or
- (c) there is a serious breach of conduct or confidentiality and/or potentially probable.

9.2 NCW may suspend or revoke access at any time to protect community safety and integrity of operations.


## Appendix A: NCW Vetting Register

Applicant	Email	DOA	Role	Team	S.1	S.2	Clearance	Liaison Notes	Executive Notes	Doc (1-4)	ID FILED	Sign off.
[REDACTED]	[REDACTED]	20/3/2025	Priv Inves	Online Investigations	✗	✓	Red					
[REDACTED]	[REDACTED]	20/13/2025	Patroller	Underwood	✓	✓	Pending	Continue	[REDACTED]	CAT A, B		
[REDACTED]	[REDACTED]	20/2/2025	Patroller	Rochdale South	✓	✓	Pending	Continue	[REDACTED]	CAT A, B, C	✓	
[REDACTED]	[REDACTED]	20/12/2025	Patroller	Rochdale South	✗	✗	Red					
[REDACTED]	[REDACTED]	20/12/2025	Watcher	Rochdale	✓	✓	Pending	Continue	[REDACTED]	CAT A, B, BlueCard	✓	


Category A



Category B



Category C



## Appendix A. Example Vetting & Clearance Process (Public Summary)

1. **Stage 1 - Application Received**  
Applicant submits role/area preference and contact details.
2. **Stage 2 - Identity & Suitability Verification**
  - (a) Identity verification ([see Appendix C](#)).
  - (b) Applicant signs Code of Conduct and Confidentiality acknowledgements.
  - (c) Applicant declaration regarding disqualifying matters ([see Appendix B](#)).

**Note:** NCW does not encourage vigilante action; volunteers act as civilians and report to QPS.  
123Copy of NCW Protocols & Role.
3. **Stage 3 - Vetting (Risk-Based Screening)**
  - (a) Role-relevant screening (may include consent-based checks and review of publicly available information).
  - (b) Executive review against safety, reputational risk, and compliance requirements.
4. **Clearance Decision**  
Executive approves, approves with conditions, or declines. Reasons are documented internally.
5. **Stage 4 - Trial Period (Operational Readiness)**  
Limited duties under supervision and performance review prior to full activation.



## Appendix B - Criminal History Non-Negotiables (Public Statement)

NCW may decline or remove a volunteer at any moment without prior notice where there is an unacceptable safety, trust, or reputational risk. The NCW does not accept volunteers where there is a recorded conviction for serious violence or weapons-related offending and other related high-risk categories consistent with the role's risk profile.

NCW Protocols & Release of liability Guidelines.

NCW's approach is:

- **Safety first**
- **Role relevance**
- **Consistency and documented decision-making**
- Lawful handling of personal information OAIC

## Appendix C - Identity Collection (What you can collect)

To verify identity, you can collect **two forms of ID**, but apply data minimisation (collect what you need, not everything available):

### Primary ID (choose 1):

- Queensland Driver Licence (physical or digital)
- Australian Passport
- Proof of Age card

### Secondary ID (choose 1):

- Medicare card
- Utility bill / rates notice showing name + address.
- Bank card (prefer sighting only; avoid storing full card details)
- Blue Card details **only where required for the role.**

If you **scan/copy** ID, treat it as high-risk personal information:

- collect only what is necessary,
- secure it, restrict access,
- and destroy/de-identify when no longer needed. OAIC/OAIC

## 6. Code of Conduct

### 6.1. Status and lawful conduct

## NCW Protocols & Guidelines (Public)

- 1.1 NCW volunteers are civilians and must not represent themselves as police, security officers, or investigators.
- 1.2 Volunteers must operate within Queensland law, including privacy, defamation, and surveillance laws.

### **6.2. No vigilantism, no harassment, no intimidation**

- 2.1 Volunteers must not threaten, harass, stalk, pursue, "bait," or confront suspected offenders.
- 2.2 Volunteers must not encourage others to take enforcement action.
- 2.3 Volunteers must not publish content that identifies, labels, or alleges criminal conduct by individuals without verified lawful basis. (Defamation and related legal risks apply.)

### **6.3. Recording and privacy rules (Private)**

- 3.1 Volunteers must not video or audio record private conversations or in private locations they are not a party to and must not seek covert audio recordings of this nature to "build a case".
- 3.2 Volunteers must follow privacy-by-design handling of personal information consistent with lawful standards and good practice (including where the Privacy Act 1988 (Cth) applies or is adopted).

### **6.4. Confidentiality and data integrity**

- 4.1 Volunteers must keep NCW internal information confidential and use it only for NCW purposes.
- 4.2 Volunteers must not share internal reports, discussions, or confidential data with external parties, including media or non-members.
- 4.3 Volunteers must not delete, alter, or tamper with internal records without authorisation.

### **6.5. Safety and reporting pathways**

- 5.1 In emergencies or active threats, volunteers must prioritise safety and contact emergency services (000).
- 5.2 For non-urgent matters, volunteers must use appropriate reporting pathways, including QPS non-urgent reporting options, and must cooperate with lawful directions from police. NCW acknowledges and thanks QPS for their work.

### **6.6. Conflicts of interest**

- 6.1 Volunteers must disclose conflicts of interest and must not use NCW access to pursue personal disputes, retaliation, or personal benefit.

### **6.7. Compliance and consequences**

- 7.1 Breaches to any part ([1,2,3,4,5,6](#)) will result in immediate suspension pending termination of volunteer access and role and may be referred to relevant authorities where appropriate.

## **8. Stakeholder engagement**

It is good governance for a NFP organisation to:

- recognise the benefits of stakeholder engagement
- define the interests of all stakeholders, and
- develop an understanding of the role that stakeholders have in or with the organisation.

Stakeholder engagement should link to the mission of the organisation. Stakeholders broadly include:

- those who are the focus of the organisation's activities and services
- those directly involved with or responsible for the activity of the organisation
- those who devise, pass, and enforce laws and regulations that affect the function of the organisation
- other authorities that interact, partner, finance/fund or collaborate with the organisation, and
- those with an interest in its processes or the outcome of its activities.

The organisation should establish effective communication strategies to ensure that stakeholders' needs are met by choosing the most appropriate methods and technologies to inform, consult, involve, collaborate with, and engage the various stakeholders in a timely manner. This can include information on the organisation's website or in the annual report as well as the use of social media and other forms of engagement. It is important to tailor the interaction process by considering the unique characteristics of stakeholders, including the nature and intensity of their interest, and decide which approaches are best suited to groups. Communications issued by an organisation should be consistent across the organisation to avoid mixed or conflicting messaging to stakeholders. Fostering a two-way, inclusive dialogue with stakeholders is necessary for the sustainability of NFP organisations. Therefore, it is vital that the communication strategy delivers the transparency that stakeholders demand in an engaging, enriching way. It should also be recognised that having meaningful engagement with stakeholders is much more than only communicating to them. Stakeholder engagement requires clear guidance and objectives to use resources effectively and an ability to recognise what is required in terms of time, resources, and skills for meaningful two-way dialogue and participation. It is important that the board ensures that a fully informative annual report about the organisation's operations is prepared and presented to members and made available to the community in which it operates. Typically, this means going beyond the minimum statutory reporting obligations of the organisation. Stakeholder engagement can include:

- developing a clearly documented stakeholder engagement plan
- developing a communication policy, that may include a media policy, or may be separate from it
- evaluating the success or otherwise of the strategic engagement plan for stakeholder management, and
- reporting on any relevant environmental, social, or governance (ESG) issues that may be relevant for the organisation.

**This document is subject to the Manual-Wide Disclaimer.**

## 7. NCW Patroller Watcher Protocols and Non-Negotiables

This Part is subject to the Manual-Wide Disclaimer

Public-Facing Standards for Review

Effective: Nov 10, 2024 or at the Jan 4, 2026 9:00 PM AEST (Australia/Brisbane) of the most recent review

Applies to: All NCW Watchers, Patrollers, and Volunteers

Purpose: Clear boundaries, vetting standards, non-negotiables, and safe online/real-time monitoring guidelines.

This section aligns with the NCW Project Roadmap Principles and Non-Negotiables and relevant Queensland legislative requirements.

### 7.1. Who we the NCW Community Intelligence

Neighbourhood Crime Watchers - Community Intelligence (NCW) is a community-led network that supports public safety through lawful observation, accurate reporting, and prevention messaging.

NCW is not law enforcement and does not perform police functions. We support the Queensland Police Service by encouraging correct reporting pathways and reducing misinformation.

### 7.2. What the NCW does and does not do

#### 7.2.1. What we do

- Promote safer neighbourhood behaviour (locks, lighting, CCTV readiness, vehicle security).
- Encourage direct reporting to police by victims and witnesses.
- Collect and consolidate lawfully obtained community observations to help identify patterns and hotspots.
- Share verified safety updates that help residents take sensible precautions.

#### 7.2.2. What we do not do

- No vigilantism. No "street justice".
- No chasing, detaining, cornering, or confronting suspected offenders.
- No entering private property without permission.
- No impersonating police or claiming police authority.
- No publishing allegations or identities as fact.

**NCW's role is to observe, report, and support-not intervene.**

### 7.3. Roles

#### Watchers

**Watchers are community members who:**

- remain alert in their local area.

- report suspicious activity.
- submit CCTV/dashcam or observations lawfully obtained.
- follow strict online conduct rules.

## Patrollers

### Patrollers are vetted volunteers who:

- conduct lawful observation patrols (vehicle or foot)
- gather factual intel safely (time, location, description, direction of travel)
- report through police channels and NCW reporting systems.
- work under strict safety protocols and non-negotiables

## 7.4. Vetting and onboarding (minimum standard)

NCW operates a vetting process to protect community trust and safety.

### 4.1 Entry requirements

#### Volunteers must:

- provide basic identity and contact verification (to confirm real person, real suburb)
- agree to NCW Code of Conduct, confidentiality, weapons prohibition, and platform rules.
- complete a short induction on safety, reporting standards, and online compliance.

### 4.2 Eligibility restrictions (public safety threshold for NCW Non-Negotiables - Zero Debate)

A person may be refused or removed from volunteering if NCW identifies behaviour or history that creates unacceptable risk to community safety, trust, or legal compliance.

#### Weapons-related convictions:

- The NCW does not accept or retain volunteers if there is a recorded conviction for a weapons breach offence (or equivalent). This is a standing safety and [integrity](#) rule.

**Domestic/Sexual Violence convictions such as: Criminalisation of the non-consensual sharing of intimate images, Hate crime offences, Abhorrent violent material, Federal offenders, Foreign bribery, Modern slavery, Secrecy offences, Sexual violence.**

- The NCW does not accept or retain volunteers if there is a recorded conviction for any above-mentioned act of Violence offence (or equivalent). This is a standing safety and integrity rule.

*Assault, sexual assault and stalking, Coercive control, Drug offences, Graffiti, Honing, Murder, attempted murder and manslaughter, Sexual offences against children and young people.*

This includes.

- [Laws targeting sexual offences against children](#)
- [Failing to report sexual offences against children](#)

- [Failing to protect children from sexual offences](#)
- [Sexual activity with young people aged 16 to 17](#)
- [View all other binding laws.](#)

## **7.5. Sharing intimate images without consent, Shoplifting, stealing, fraud, and burglary, Supplying alcohol/Drugs to under 18s**

### **4.3 Probation**

New patrollers operate under a probation period with limited permissions until consistent compliance is demonstrated.

## **7.6. non-negotiables (zero debate)**

These are conditions of involvement. If you cannot follow them, you cannot volunteer under NCW.

1. Do not confront or engage suspects.
2. Do not follow or pursue.
3. If threatened or a serious crime is occurring, call 000 immediately.
4. If you suspect you are being followed: do not drive home. Go to a well-lit public place (e.g., service station) and contact authorities.
5. Stay lawful: road rules and everyday laws always apply to volunteers.
6. No real-time public patrol posting: no routes, no live locations, no "we're on them" messaging.
7. Be factual only: no assumptions, no exaggeration, no connecting dots publicly.
8. Confidentiality is mandatory: do not share internal NCW info outside authorised channels.

## **7.7. Weapons Compliance Policy (standing rule)**

### **NCW enforces a strict zero-weapons policy.**

No volunteer (Watcher/Patroller/Admin) may carry, possess, display, store, transport, or use any weapon while participating in NCW activity or acting in an NCW capacity. This applies even if a person is a licensed firearms holder or otherwise lawfully entitled to possess a weapon.

Weapons have no place in community patrol activity. It increases risk, escalates situations, and undermines public confidence.

Breaches result in immediate removal from NCW activities and may be referred to police where required.

## **7.8. Real-time monitoring guidelines (in-person observation)**

NCW uses protocols refined over more than a year. The goal is simple: see it, record it safely, report it properly: No Doxing, No Unlawful Practice, No Assumptions or Planned Investigations regarding any matter of interest, are allowed during a volunteer's activities. This also may include Persons of Interest, Property of Interest, Vehicles of Interest or Police investigations of Interest. Volunteers reserve the right to cease all questioning beyond the scope of: Police roadside testing or for matters that do not involve

the event of a Traffic Violation. An NCW Volunteer also has the right to enact the following civilian rights:

#### **7.8.1. CRIMES (patroller field flow)**

**Patrollers follow the CRIMES method:**

- Communicate: share essential info clearly (police first when needed)
- Report: timely and accurate reporting
- Identify: descriptions, behaviours, locations
- Monitor: observe without intervening
- Evidence: record only when safe and lawful
- Send: submit the full intel package through approved NCW reporting pathways

#### **7.8.2. CRIME (resident reporting flow)**

**Residents and watchers follow:**

- Confirm (what happened, not what you assume)
- Record (time, location, description)
- Inform (000 active / Policelink after the fact)
- Mitigate (lock up, secure keys, alert neighbours)
- Escalate (submit to NCW <http://ourncw.com> for pattern tracking and onward escalation where appropriate)

### **7.9. Online monitoring and communications (apps and platforms)**

NCW uses common communication applications and secure record-keeping tools to receive reports and share verified safety guidance.

#### **7.9.1. Public safety note**

For safety and operational integrity, NCW does not publish detailed internal comms structures, access roles, or platform configuration in public documents.

#### **7.9.2. Volunteer expectations (online)**

- Keep messages factual and calm.
- Do not post identifying details of victims, witnesses, minors, or volunteers.
- Do not share internal screenshots, logs, reports, or member details.
- Do not spread rumours. If it is not verified, it is not posted as fact.

### **7.10. Platform rules (anti-defamation, anti-doxing, and safe publishing)**

**NCW maintains strict communications standards to protect community members and avoid legal harm.**

#### **7.10.1. Anti-doxing (Non-negotiable)**

**No posting of private/personal information including:**

- home addresses
- phone numbers
- workplaces/schools
- private vehicle details linked to individuals.
- volunteer identities without explicit consent.

#### **7.10.2. Anti-defamation (absolute)**

No naming alleged offenders or making allegations as fact.

Use: "reported", "observed", "alleged", "unconfirmed".

If police need the identity, they receive it through proper reporting channels, not Facebook comment sections.

#### **7.10.3. No real-time patrol broadcasting**

**No public posts that reveal:**

- live locations
- routes
- "We're near them."
- "Patroller is at + street right now."
- live streams of patrol activity

#### **7.11. Minimum reporting standard (what is required to make intelligence useful)**

If it is not safe to record details, we do not. Safety first.

**Minimum report fields:**

- Date and time window.
- Location (street + suburb / nearest intersection)
- What happened (facts only)
- Persons: count + clothing + distinguishing features + direction
- Vehicles: make/model/colour + Rego if safe + direction
- Any supporting media (CCTV/dashcam/photo)
- Police report reference (if available)
- Action taken (000 / Policelink / Online report)

#### **7.12. Data handling and access control including Digital Evidence Integrity Standard**

**The NCW limits what it collects, secures what it holds, and restricts access to authorised volunteers on a need-to-know basis.**



## Core rules:

- Only collect what is necessary for safety and reporting.
- Store securely and restrict access.
- Retain only as long as operationally or legally required.
- Share internally only where lawful and necessary (e.g., reporting to police).

### 7.13. 11.a Digital Evidence Integrity Standard (Originals and Working Copies)

DISCLAIMER: Digital Evidence Integrity and Working Copy Protocol".  
The NCW aims to preserve originals; allow controlled cropping/rendering/visibility adjustments only as working copies; label edited versions; keep edit logs; provide originals + working copies + logs to police when required; in addition to prohibiting AI evidence transformation (non-negotiables).

#### 7.13.1. Purpose

To ensure digital evidence (images/video/audio) is managed in a way that supports reliability, accountability, and lawful disclosure to Queensland Police Service (QPS) where appropriate.

#### 7.13.2. Definitions

- Original (Primary Record): The first file was captured/exported from the source device/system (e.g., CCTV export, phone recording).
- Working Copy: A duplicate created for viewing, triage, or clarity (e.g., cropped or rendered stills).
- Published Copy: A version used in public communications (only where permitted and necessary).

Queensland recordkeeping guidance recognises creating "working images" where enhancements/alterations (including cropping) are required, while retaining the original. ForGov Queensland

#### 7.13.3. Non-negotiables (Integrity Controls)

1. Originals must be preserved.
  - The original file must be retained in its original format.
  - Originals must not be overwritten, replaced, or edited.
2. Working copies must be clearly labelled.
  - Any altered file must be labelled as WORKING COPY – EDITED FOR CLARITY.
  - NCW must be able to produce the original on request.
3. Edit logging is mandatory: For any working copy, record:
  - Who made it, date/time?
  - what was changed (e.g., crop area, brightness adjustment, still-frame export)

- What tool/software was used?
- where the original is stored
- 4. Police submission provision rule
- Where NCW provides material to police, provide:
  - Original (unaltered)
  - Working copy (Only if supplied or created)
  - Public Note: This supports transparency and reduces disputes about authenticity under Queensland evidence principles for documents/records produced by processes or devices. AustLII

#### **7.13.4. Permitted Editing (Working Copies Only)**

The following may be performed **only on a working copy**, for clarity and triage:

- Cropping to focus on the subject area
- Rendering still images from video (frame capture) for briefing
- Basic visibility adjustments (e.g., brightness/contrast) where they do not add/remove content.
- Redaction for privacy where appropriate (e.g., blur a bystander's face in a public post)

#### **7.13.5. Prohibited Editing**

The following must not be performed on originals, and must not be used to create "evidence-like" outputs:

- removing or obscuring relevant content
- altering timestamps displayed in-frame.
- adding elements, overlays that change meaning, or reconstructing content.
- any process presented as "enhancement" that materially changes what can be perceived as occurring.

#### **7.13.6. AI Use Restrictions**

- AI must not be used to generate, reconstruct, deblur, "enhance", upscale, infer identities, or otherwise transform evidence for identification or investigative purposes.
- AI may be used only for administrative drafting that does not touch evidence content and is not presented as evidence.

#### **7.13.7. Surveillance and Audio Recording Caution**

- Volunteers must not unlawfully record private conversations and must not publish/disclose private conversation recordings contrary to Queensland listening device/privacy laws. [legislation.qld.gov.au](http://legislation.qld.gov.au)
- Camera placement and recording should avoid capturing restricted areas where people expect privacy. Information Commissioner QLD

#### **7.14. Breaches and enforcement**

**NCW takes breaches seriously. Volunteers may be removed immediately for:**

- carrying weapons
- confronting or pursuing suspects
- doxing or leaking internal information.
- tampering with reports or evidence
- harassment, bullying, discrimination
- repeated disregard of safety and legal boundaries
- Breaching the [Online Safety Act 2021](#)

### 7.15. NCW & Weapons Compliance Policy disclaimer

NCW–CIU Weapons & Physical Evidence Policy

Title: Handling, Discovery, and Reporting of Weapons & Physical Evidence

Applies To: All NCW Watchers, Coordinators & Volunteers

Effective Date: [Insert Date]

Authorised By: NCW–CIU Executive Board & Chair-holders

#### 7.15.1. NCW (Tight Priority) Weapons Compliance Policy - Standing Disclaimer (Updated 2025)

#### 7.15.2. The NCW enforces a strict zero-weapons policy.

*No NCW volunteer, patroller, watcher, administrator, moderator, contractor, or representative may **carry, possess, store, display, transport, or use** any weapon while:*

- **7.15.2.1. participating in any NCW activity (including patrols, meetings, training, callouts, or community engagement), or**
- **7.15.2.2. acting, speaking, or posting in an NCW capacity, or**
- **7.15.2.3. using NCW platforms, channels, identifiers, or roles.**
- This includes carrying: **Category A:** Air rifles, paintball guns.
- **Category B:** Centrefire rifles and shotguns.
- **Category H:** Handguns.
- **Category M:** Crossbows, specific knives. Each category has its own rules regarding possession, storage, and use as defined in the [Weapons Act 1990](#).

*This prohibition applies **regardless of whether an individual holds a current firearms licence, weapons permit, occupational authority, or any other legal entitlement to possess a weapon.***

For the purpose of this policy, "weapon" includes (but is not limited to) firearms, ammunition, imitation firearms, knives carried for self-defence, batons, capsicum spray, tasers, improvised weapons, and any item carried or presented with the intent to intimidate, threaten, restrain, or cause harm.

#### 7.15.2.4. Eligibility - Weapons Breach History

**7.15.2.5. The NCW requires a volunteer to disclose relevant history during onboarding and will refuse or revoke participation where:**

- **7.15.2.6. a weapons-related conviction is identified, or**
- **7.15.2.7. a volunteer fails to disclose relevant information when asked, or**
- **7.15.2.8. NCW forms the view that a person's involvement presents an unacceptable safety or reputational risk.**

**7.15.2.9. Non-negotiable enforcement**

*Any breach of this policy will result in **immediate removal of patroller status and access** and may be **referred to Queensland Police Service** where required or appropriate.*

**7.15.2.10. NCW is a lawful, non-confrontational observation and reporting network. Weapons have no place in NCW operations.**

**1. Purpose**

This policy outlines the lawful and safe procedures for NCW Watchers when discovering weapons, dangerous objects or potential physical evidence during observation, patrol, or community reporting duties. Its intent is to preserve safety, ensure compliance with Queensland legislation, and maintain the integrity of evidence for Queensland Police Service (QPS) investigations.

**2. Legislative Compliance**

All NCW personnel must act in full compliance with the following laws and principles:

- Weapons Act 1990 (Qld) – governing possession, handling, and reporting of weapons.
- Work Health and Safety Act 2011 (Qld) – ensuring personal and public safety in all NCW operations.
- Criminal Code 1899 (Qld) – prohibiting interference with active investigations or evidence.
- Duty of Care – Watchers must act to protect themselves, others, and the community from harm.

No NCW member is authorised to carry, use, or retain a weapon or any form of physical evidence unless under explicit direction from police.

**3. Definitions**

**Weapon:** Any firearm, knife, replica, explosive, or object intended or likely to cause harm or intimidation.

**Physical Evidence:** Any item or material that may assist QPS in a criminal investigation. Including but not limited to:

- Clothing, tools, or personal items left at a scene.

- Abandoned vehicles or property.
- Documents, devices, or identification.
- Blood, substances, or biological material.
- Digital or recorded evidence (CCTV, dashcam, audio, photos).

#### 4. Immediate Actions from Watchers in an event.

When a Watcher locates or observes a weapon or physical evidence:

1. Do not touch, move, or disturb the item.
2. Ensure safety first, if the environment is unsafe, retreat and call Triple 000.
3. Record essential details:
4. Exact location and landmarks:
5. **Date and time** of discovery:
6. **Brief description** of the item:
7. Take photos only if safe and without altering or repositioning anything.
8. Notify QPS immediately:
9. Triple 000 if there is immediate risk to life.
10. Policelink 131 444 for non-urgent reporting.
11. Do not post or share information publicly before police assessment.
12. Contact your NCW Coordinator once police have been notified.
13. Submit a formal NCW Incident Report via Watchline or the secure portal within 24 hours.

### 5. Handling of Weapons.

If a weapon poses an immediate danger to the public (e.g. knife on a footpath near children):

- Do not touch weapons/evidence. Move away, warn others, call 000. Preserve the scene and wait for police directions.
- Await instruction for safe handover. Firearms, ammunition, or explosives must never be touched or moved. Maintain a visual perimeter and keep others away until QPS arrives.

#### 6. Preservation of Evidence

- Do not alter, reposition, or cover the item.
- If possible, cordon the area using tape, markers, or available barriers.
- Avoid walking over or near the object to prevent contamination.
- Maintain detailed notes or timestamped video (if safe) to assist police.
- Do not discuss publicly or share images until cleared by NCW Leadership or QPS

### Digital Evidence Preservation and Integrity and Working Protocol

The NCW allows controlled cropping/rendering/visibility adjustments only as working copies; label edited versions; keep edit logs; provide originals + working copies + logs to police when required; prohibit AI evidence transformation.

**7.16. Public disclaimer**

**NCW is a volunteer community initiative operating in good faith to improve safety awareness and reporting quality. The NCW does not replace **POLICE**, **EMERGENCY** or **LEGAL** services.**

**In emergencies call 000.**

**For non-urgent matters use Policelink 131 444.**

## 8. C.R.I.M.E PROTOCOLS

### 8.1. All Steps including:

### 8.2. (Police Reporting → QP Reference → NCW Submission → NCW Processes → Lawful Public Escalation)

Non-negotiable: NCW is a community-based intelligence and prevention network, not a law enforcement agency. Urgent matters must be reported to 000 and non-urgent matters to Policelink 131 444 or [QPS online reporting](#) where appropriate)

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### 8.3. Step 1 - Confirm/Contact

#### 8.3.1. Residents

1. **Safety first.** If the situation is unsafe, create distance and do not engage.
2. Confirm **what you observed** (facts only), not assumptions.
3. Contact police immediately
  - Emergency 000 if Life Threatening
  - Policelink on 131444 for Non-life threatening.

#### 8.3.2. NCW

1. Confirm the submission contains minimum required facts (see Step 2).
  2. If the report indicates immediate risk and police have not been contacted, the resident is directed to **000** or **Policelink** (as appropriate).
- 

### 8.4. Step 2 - Record

#### 8.4.1. Residents

Record information only **if it is safe**. Minimum fields (to make intelligence useful):

- Date and time window.
- Location (street + suburb / nearest intersection)
- What happened (facts only)
- Persons: count, clothing, distinguishing features, direction of travel
- Vehicles: make/model/colour, registration if safe, direction of travel
- Supporting media (CCTV/dashcam/photo)
- Police reference/QPS Number (if available)

- Action taken (000 / Policelink / online report)

**Digital evidence integrity (non-negotiables):**

- Preserve the **original** file(s).
- Cropping/rendering/visibility adjustments are permitted **only as working copies**, clearly labelled, with edit logs retained.
- AI must not be used to transform evidence (no "enhance/deblur/reconstruct identity").

**8.4.2. NCW**

1. Log report receipt, category, and evidence status.
  2. Store securely with restricted access and audit controls (need-to-know).
  3. Maintain originals + working copies + edit logs for lawful disclosure where required.
  4. Obtain Police reference/QPS Number (if available) other verify through Liaison Officer
- 

**8.5. Step 3 - Inform (Community Support + Community Intelligence)**

**8.6. Residents:**

1. Inform trusted supports (as appropriate): neighbours, household members, body corporate, workplace, school executives.
2. Seek support resources if you are affected (family supports, community services, victim support pathways).
3. Submit to ourncw.com to build community intelligence: include factual details and your police reference if available (or "QP pending").
4. Keep communications factual and privacy-safe: no naming, shaming, doxing, or speculation. Share behaviours, time windows, general area, prevention steps - not identities.

**8.7. NCW then:**

1. logs and de-duplicates intelligence,
2. tracks patterns/hotspots,
3. supports lawful community guidance,
4. NCW records the police reference status as **QP provided** or **QP pending**.
5. **8.8. and escalates through the correct channels.**

NCW does not "replace" reporting. Where police have not been contacted, NCW directs residents to the correct channel.

**Step 4 - Mitigate (Prevent Further Harm)**



### 8.8.1. Residents

Where safe and lawful:

- lock doors/windows; secure garages/sheds.
- secure keys (including spare keys)
- increase lighting, review CCTV angles and retention.
- remove valuables from vehicles.
- alert neighbours calmly (no confrontation)

### 8.8.2. NCW

1. Issue prevention guidance based on verified patterns.
2. Reinforce boundaries: no chasing, detaining, confronting, or "citizen enforcement."
3. Converse with Liaison where possible.

## 8.9. Step 5 - Escalate (NCW Submission → Verification → QPS Liaison → Lawful Public Communications)

### 8.9.1. Residents submit to NCW (after police contact where possible)

Submit through NCW reporting pathways (ourncw.com) for pattern tracking and onward escalation where appropriate.

Include:

- police reference / QP number (preferred) or **QP pending**.
- factual summary using the minimum reporting fields.
- originals (preferred) and any labelled working copies

### 8.9.2. NCW internal processing (controlled workflow)

1. **Intake and logging** (create internal record; attach QP status).
2. **Triage** (correct routing: 000 vs Policelink vs intelligence log).
3. **Verification and de-duplication** (reduce duplicate churn and misinformation).
4. Evidence integrity controls (original retained, working copy labelled + edit logged, no AI transformation).
5. **Consolidation** (hotspots, MO, time windows, vehicle links, risk notes).
6. **Escalation pack to QPS liaison** (where appropriate): factual summary + QP references + evidence references.

### 8.9.3. Lawful public communications (social media / website / media / radio)

**Purpose:** prevention, witness outreach, correct reporting prompts, and misinformation control - **not** public investigations.

**Platform rules (hard boundaries):**

- No identifying details of victims, witnesses, minors, or volunteers.
- No rumours: if it is not verified, it is not posted as fact.
- Anti-doxing: no addresses, phone numbers, schools/workplaces, or private vehicle details linked to individuals.
- Anti-defamation: no naming alleged offenders; use "reported/observed/alleged/unconfirmed."
- No real-time patrol broadcasting (no live locations/routes/streams).

Additional safeguard: Do not post or share sensitive information publicly before police assessment in matters involving weapons/physical evidence or where public release creates risk to safety or an investigation.

**Minimum requirements before public escalation:**

1. correct police pathway used (QP provided or clearly "QP pending")
  2. verification/de-duplication completed.
  3. Privacy limitation reviewed completed.
  4. evidence integrity check completed.
  5. appropriate approval controls applied (including two-person approval for high-risk posts)
- 

**8.10. Resident "Do This Every Time" Checklist**

1. Emergency now? Call 000 immediately. Queensland Government Queensland Police Service
2. Not urgent? Call Policelink 131 444 (or use QPS online reporting if no immediate attendance is needed). Queensland Government Queensland Police Service
3. Get and keep your police reference number (QP/report number where issued). Queensland Police Service
4. Submit to NCW (ourncw.com) with the reference number (or "QP pending") and your factual details.

Incident type	Public action (resident/member)	Primary reporting pathway	NCW admin action (portal + liaison)	Meta / platform action (NCW social spaces)	Media escalation (NCW only)
<b>Emergency / violence / threats / crime in progress</b>	Call <b>000</b> . Do not delay.	QPS emergency	Log submission later (if provided). Do not publish operational details.	If posts are dangerous or incite harm: remove immediately; preserve screenshots for police.	<b>No live escalation.</b> Only post prevention/witness prompts once safe and lawful.
<b>Non-urgent crime (after the fact)</b>	Report to police; keep reference/QP number if issued.	Policelink / station / QPS online	Intake → verify → pattern-track → consolidate intel → refer where appropriate.	Allow posts only if privacy is safe. Remove doxing/speculation. Use Admin Assist where needed.	Only if lawful/public interest and does not prejudice investigations; prevention and witness prompts only.
<b>Suspicious behaviour (not a crime)</b>	Do not harass. Increase home security. Report only if threshold met.	If immediate risk: 000. Otherwise monitor.	Apply "not below " standard: log, assess, ask for objective details only.	Remove public and Private posts that target minors/identify people without a crime. Limit "pile-on" commentary.	Not used.
<b>Impersonation of NCW / fake groups / fake admins</b>	Do not engage. Screenshot + report the page/profile. Verify via official NCW channels.	Platform report + police if fraud/threats	Preserve evidence (URLs, timestamps). Publish verification notice if needed (no naming).	Report impostor profiles/pages (Facebook) and impostor accounts (Instagram). Facebook confirms impersonation is not allowed and can be reported, including via Messenger. ( <a href="#">Facebook</a> )	Only publish verification guidance and official links.
<b>Harassment / threats / intimidation (online or in person)</b>	Preserve evidence. Call <b>000</b> if imminent danger. Otherwise report to the police.	QPS / AFP depending on facts.	Secure victims/volunteers. Log incidents, consolidate evidence, refer for investigation if needed.	Remove abusive content. Suspend/remove offenders. Preserve screenshots and moderation logs.	Only generic safety guidance. No naming.

## NCW Protocols & Guidelines (Public)

Doxing (publishing addresses, workplaces, kids, private info)	Do not repost. Preserve evidence. Report to platform and police where appropriate.	Police + platform	Immediate takedown inside NCW spaces; evidence preservation; consider legal advice.	Remove content; ban members; delete recent activity; use "ban future accounts" option where available. (Facebook)	Not used (avoid amplifying).
<b>Defamation / false allegations / AI-generated fabrications presented as fact</b>	Do not retaliate publicly. Preserve evidence. Consider legal advice.	Legal advice + platform options; police if threats/fraud	Preserve evidence pack; legal review; consider licensed PI support where lawful/necessary.	Remove posts/comments. Use graduated enforcement: limit/suspend/remove/ban. ( <a href="#">Facebook</a> )	Only verification statements. No accusations.
Coordinated disruption / brigading / mass trolling	Do not engage. Report abusive accounts.	Platform + police if threats.	Activate incident mode: tighten posting, slow mode, pre-approval, temporary pause if needed.	Use Admin Assist and moderation tools; suspend/ban accounts; remove reported messages in chats where required. (About Facebook)	Not used unless there is a lawful, verified public safety purpose.
Child safety risk (images/info of minors, targeting minors)	Report to authorities if risk. Do not share.	Police / child safety pathways where appropriate	Immediate removal; protect identities; escalate via proper channels.	Zero-tolerance removals; ban accounts; lock down comments. Report.	No posting of minors; no identifying info.
<b>NCW account compromise / hacking / takeover</b>	Verify official channels only.	Police if criminal interference ; platform recovery	Secure accounts; reset access; audit admin list; incident report.	Remove unauthorised admins/mods; rotate roles; remove/bans as required. Admins can remove admins/moderators. (Facebook)	Post a verification notice only after access is secured.

## NCW PRIVACY POLICY 2024-2025-2026

Reviewed\_Jan\_2025\_2026

[NCW Privacy Policies / Statement](#)

[This Part is subject to the Manual-Wide Disclaimer](#)



### *Strengthening Community Safety Through Shared Knowledge*

## **9. Why?**

Neighbourhood Crime Watchers - Community Intelligence (NCW) exists to reduce harm. We do what we do because crime does not just take property, it takes sleep, confidence, routine, and people's sense of safety in their own street. NCW is a civilian bridge between residents and police: we help people report properly, preserve useful information, and coordinate community prevention so problems do not stay invisible.

## NCW Protocols & Guidelines (Public)

We collect data because single incidents are easy to dismiss, but patterns are not. When residents record consistent facts—time windows, locations, vehicle descriptions, methods of entry, repeat hotspots—those pieces form actionable intelligence. That allows NCW to identify trends early, warn the community accurately, and provide consolidated, organised information that can support police reporting pathways and community safety planning. We collect only what is necessary for safety, handle it carefully, and keep it within strict confidentiality and privacy boundaries.

We are strategic because “noise” without structure becomes rumours, panic, and doxing—none of which helps victims or investigations. Strategy means evidence integrity, consistent reporting standards, lawful communication, role-based access, and prevention campaigns timed to real trends. It also means focusing community effort where it matters most—lighting, locks, camera placement, neighbourhood routines, vulnerable time periods, and rapid reporting.

When done correctly, this benefits a community by increasing accurate reporting, reducing repeat victimisation, strengthening neighbours’ willingness to look out for each other, and building a clearer picture of local crime problems without vigilantism. The result is a community that is more informed, more prepared, more resilient, and harder to target.

*This section aligns with the NCW Project Roadmap Principles and Non-Negotiables and relevant Queensland legislative requirements.*

We may lawfully receive:

- Personal details: name, contact information, address, photographs, vehicle details.
- Incident reports: times, dates, locations, and descriptions of observed activity.
- Evidence submissions: CCTV, images, video, dashcam footage, or other media voluntarily provided to the NCW by a Private, Public or PCBU person or entity.

For the collection of information, the NCW, its volunteers, partners, and stakeholders, evoke the protection under Section 137.1— False or Misleading Statements: A person must not provide any misleading information that they know to be false.

Note: That in accordance with SECTION 137.1. individuals who knowingly provide false or misleading information are solely responsible for the accuracy and integrity of that information. The Neighbourhood Crime Watchers (NCW) and its volunteers cannot be held liable for any misleading or false material that is submitted by an informant (a. intelligence provider/3rd party). There, responsibility remains with the individual who breaches SECTION 137.1/

Confidential intelligence: information shared with us for escalation to police or partner agencies, website interactions: IP addresses, device identifiers, cookies, and site usage data.

Note: Sensitive information, including details related to criminal behaviour, domestic violence, or vulnerable individuals, will only be accessed, when necessary, handled with strict confidentiality, and managed with a strong focus on protecting and supporting victims.

Regarding the types of purpose of Information Collection. NCW only collects personal details that you provide, such as names, contact information, and location/report data to facilitate timely crime alerts and community

updates. This information is gathered through newsletter sign-ups and community reports to support accurate communication and enhance neighbourhood safety. The NCW may at times be given your confidential information by a third party. In the event of this occurring, the NCW reserves the right to disclose information only where lawful and necessary, primarily to QPS/authorised agencies, and otherwise only with consent or where required/permitted by law. (Please see the Media Policy for more information);

The Neighbourhood Crime Watchers - Community Intelligence (NCW-CI) is a community-driven, not-for-profit network committed to improving neighbourhood safety. We respect your right to privacy and are committed to safeguarding personal information shared with us through our website, patrol activities, reporting systems, and community engagement platforms. This Privacy Policy outlines how NCW-CI collects, uses, stores, and discloses personal information in accordance with the Privacy Act 1988 (Cth), the Information Privacy Act 2009 (Qld), and relevant Queensland legislation. Residents and visitors involved with NCW should be aware of the Criminal Code Act 1899 (Qld), which outlines key criminal offences including false reporting, assault, and property crime, the Police Powers and Responsibilities Act 2000 (Qld), which governs the powers of police and the limits of civilian involvement, the Weapons Act 1990 (Qld), prohibiting the possession or use of weapons without lawful authority, the Peace and Good Behaviour Act 1982 (Qld), which provides protection against harassment or threats, the Invasion of Privacy Act 1971 (Qld), which regulates the use of surveillance and recordings, the Information Privacy Act 2009 (Qld), which sets rules for collecting and handling personal information, the Defamation Act 2005 (Qld), which prevents reputational harm from false public statements, the Domestic and Family Violence Protection Act 2012 (Qld), which provides protection orders in domestic situations, the Summary Offences Act 2005 (Qld), which deals with public nuisance, trespass, and minor offences, and the Human Rights Act 2019 (Qld), which ensures all actions respect the rights, safety, and dignity of individuals.

## 10. Protecting Your Privacy, Strengthening Our Community

### NCW's Commitment to Safeguarding Personal and Community Data

- NCW prioritises the confidentiality of personal information and community data. We collect details responsibly to support crime monitoring and communication, ensuring data is handled securely and used solely to enhance neighbourhood safety and trust.

We are obligated to deliver full disclosure.

We reserve the right to disclose information:

- To Queensland Police Service (QPS) or other lawful authorities, where appropriate.
- To NCW- executive and authorised branch coordinators on a need-to-know basis.
- To service providers assisting in website, data storage, or communications support (bound by confidentiality obligations).
- When legally compelled under Queensland law, or where disclosure is necessary to prevent serious harm, by subpoena or to assist with investigations.

### Prioritising privacy in Community Intelligence (images, footage & confidential information)

- Any images, video, or audio footage submitted may be shared with QPS, but NCW may also officially release these images without explicit consent or lawful requirement in good faith.
- Confidential intelligence is securely stored and only shared with law enforcement or trusted liaisons.
- Members are reminded that sharing images or footage online outside NCW-CI channels may breach privacy or defamation laws. In this instance, the NCW-CI accepts no liability for unauthorised public distribution by individuals or other/3rd parties. The NCW requires

information to be accurate to the best of the contributor's knowledge. Deliberately false reporting will be treated seriously and may be referred to the police.

- Members are also reminded that in the event of a crime (past or present), the NCW reserves the right to publish images of suspects, offenders, persons, and vehicles of interest. However, the NCW will not knowingly publish known identifying information about a person. Any known child-related imagery/intel is provided to QPS only, unless there is clear written legal authority/court order (and even then, the NCW would require executive + legal sign-off).

*The NCW takes privacy and data security seriously. We have obtained external guidance from Sprintlaw and operate in a manner aligned with relevant Queensland and Commonwealth privacy and surveillance laws, including the Invasion of Privacy Act 1971 (Qld), Privacy Act 1988 (Cth) and the Telecommunications (Interception and Access) Act 1979 (Cth). We also follow OAIC guidance and apply Australian Privacy Principles-aligned practices, including best-practice CCTV use and baseline data security controls.*

## **11. Prioritising Cybersafety in Community Monitoring Cybersafety**

We maintain our website and online channels with cyber-safety at the forefront. However:

- Communications over the internet carry inherent risks; the NCW cannot guarantee absolute security.
- We encourage community members to apply discretion when submitting information online.
- Abuse, harassment, or misuse of NCW-CI's digital platforms may be referred to QPS under the Criminal Code Act 1899 (Qld) and Cybercrime Act 2001 (Cth).

### **Protecting Your Data with Advanced Security**

#### **How We Safeguard Your Personal Information**

The NCW employs multiple layers of security protocols, including encrypted data storage and restricted access controls, to prevent unauthorized access. Our systems undergo regular audits and updates to maintain robust protection of community data.



## **12. NCW Disclaimers on Community Intelligence**

### **NCW Disclaimers**

- NCW is a community-based intelligence network, not a law enforcement agency. All urgent matters should be reported directly to 000 or Policelink (131 444).
- While NCW takes all reasonable steps to safeguard personal information, we cannot guarantee complete security of electronic communications or third-party platforms.
- Submissions to NCW may be subject to Queensland evidence and disclosure laws if relied upon in criminal investigations.
- NCW reserves the right to update this Privacy Policy at any time, with changes published on our website.

### **12.1. Safeguarding Your Information: Security Comes First.**

#### **Data Security & Retention**

- Data is stored securely in compliance with Queensland and Australian data protection requirements.
- Access is restricted to authorised NCW Volunteers and vetted liaisons & professionals.
- Information is retained only as long as necessary for operational or legal purposes, after which it is securely destroyed or anonymised.

### **12.2. Know Your Rights**

#### **Understand Your Rights Under Queensland Law**

Under Queensland law, the NCW may: Request access to personal information we hold about you. Request correction of inaccuracies. Withdraw consent (where applicable). Raise complaints with NCW-CI's Privacy Officer or escalate to the Office of the Information Commissioner Queensland if unsatisfied.

### **12.3. Strengthening Safety Through Shared Knowledge**

#### **How NCW Uses Data to Support Community Safety and Communication**

NCW analyses collected information to identify crime patterns and emerging risks, enabling timely alerts to residents. This data-driven approach fosters informed discussions and coordinated responses, enhancing neighbourhood vigilance. By sharing verified updates, NCW helps build trust and encourages active participation in crime prevention efforts where Information collected is used to:

- Assess and escalate community reports to Queensland Police Service (QPS) liaisons.
- Identify crime trends and share aggregated intelligence across NCW branches.
- Support patrol operations and risk assessments.

- Maintain communication with members and the broader community.
- Improve the safety and functionality of our website and reporting tools.
- The NCW do not sell, rent, or trade personal information.

## NCW - Private Camera Network

Last Updated: 19.10.2025-2026

### 1. Purpose

This policy outlines how the NCW and the Private Camera Network manage video surveillance to enhance community safety while complying with applicable Queensland and laws regarding privacy and data protection.

### 2. Scope

This policy applies to all surveillance cameras, footage, systems, and users affiliated with the Private Camera Network, including contributors and recipients of recorded material.

### 3. Legal Compliance

This network operates in accordance with the following legislation:

- Criminal Code Act 1899 (Qld) - Section 227A
- Invasion of Privacy Act 1971 (Qld)
- Information Privacy Act 2009 (Qld)
- Privacy Act 1988 (Cth) (where applicable)
- Guidelines from the Office of the Information Commissioner (QLD)

### 4. Collection of Footage

Cameras are positioned to monitor public or semi-public spaces only.

Private places (e.g., inside homes, bathrooms, bedrooms, change rooms) are not recorded, in accordance with s 227A of the QLD Criminal Code. The NCW refutes any misconduct that goes against these codes.

### 5. Signage & Notification

All areas under surveillance are marked with visible signs stating:

"CCTV in operation. Footage may be shared with law enforcement or community members for safety purposes."

Additional signage is provided where applicable, and information is available via <https://ourncw.com>.

## 6. Use of Footage

Footage collected is used only for the following purposes:

- Monitoring local safety issues and suspicious activity.
- Assisting law enforcement in investigations.
- Community reporting through NCW and
- Preventing and investigating crimes affecting the local area and informing both com law and federal law PCBU's.

## 7. Storage & Retention

All footage is stored on secure servers with restricted access. Footage is retained for a maximum of 1 year, unless required for legal or investigative purposes. After expiry, footage is permanently deleted or de-identified.

## 8. Access & Disclosure

- Access to footage is limited to:
- Authorised NCW administrators.
- Law enforcement (upon formal request).
- Community members submitting valid access requests (reviewed on a case-by-case basis).
- Access requests can be made via email.

Disclosure decisions will consider:

- Relevance to crime prevention or resolution
- Impact on privacy of other individuals and all legal or regulatory obligations.

## 9. Security Measures

Footage is encrypted and stored on protected infrastructure.

User access is logged and audited regularly.

Physical access to recording equipment is restricted.

## 10. Audio Recording (if applicable)

The NCW does not unlawfully record audio, except where explicitly allowed under the Invasion of Privacy Act 1971 (Qld) and/or with adequate signage or where consent is given in the private space of a volunteer.

## 11. Disposal & Deletion

Footage is destroyed in accordance with secure deletion standards when no longer required. No backups are retained beyond the legal or policy period.

## 12. Your Rights

If you appear in any footage and wish to request access or raise a privacy concern, you may contact:  
<https://ourncw.com/PrivacyPolicy>.

Requests and subpoenas for information will be assessed in line with Queensland's privacy laws.

## 13. Policy Review

This policy is reviewed annually, or whenever there are significant legal or operational changes. Updates will be published on our website and shared with registered users.

## 14. Disclaimer

*This network operates as a community initiative. While every effort is made to comply with applicable privacy legislation, use of the system is at your own discretion, and NCW Watchhouse accepts no liability for misuse by third parties.*

## 15. Data Management & Privacy

All photographs, digital recordings and written reports are to be:

- Stored securely under NCW CrowSec Privacy & Data Framework.
- Shared only with authorised NCW Intelligence Officers and QPS.
- Deleted or archived following police confirmation and NCW data-retention policy.

## 16. Prohibited Conduct

NCW Watchers must never:

- Carry or conceal any weapon, firearm, or replica while on duty.
- Retain any found weapon or evidence at home or NCW premises.
- Interfere with a crime scene or suspected offender.
- Conduct independent tests, cleaning, or examination of any evidence.

**NOTE: Any breach may result in immediate suspension, internal investigation, and referral to QPS & the SSAA Queensland.**

## 13. Training and Review

- All Watchers must review and sign the NCW's Field Safety & Evidence Awareness induction before engaging in community patrols.
- This policy will be reviewed annually or immediately following any incident involving weapons or significant evidence.

### 13.1. Reporting Protocol (Structured Incident Report)

Reported Incident QPS Immediately: [Weapon / Physical Evidence Found]

Location: [Exact location or co-ordinates] Non-Removal Unless Advised by QPS

Date/Time: [Time of discovery]

QP Reference Number: [Once issued by QPS] 000 Immediately

Details: [Brief description, how found, action taken]

Description: [Visual notes or image ref]

### 13.2. Approved by:

#### Resources

- The Common Law and the Protection of Human Rights (PDF), Chief Justice Robert French, 4 September 2009, Sydney
- Protecting Human Rights Without a Bill of Rights (PDF) Chief Justice Robert French, 26 January 2010
- The Common Law principle of legality in the Age of Rights (PDF): D. Meagher, Melbourne University Law Review 2011
- Common Law v Human Rights: Which Better Protects Freedoms? J. Southalan, Australian Lawyers for Human Rights 2011
- Law Council of Australia [Rule of Law Principles](#) page

## **Data & Digital intelligence Integrity**

## **14. Data handling and access control including Digital Evidence Integrity Standard.**

*In alignment with the entire NCW Manual Wide Disclaimer*

This section also aligns with the NCW Project Roadmap Principles and Non-Negotiables and relevant Queensland legislative requirements.

The NCW limits what it collects, secures what it holds, and restricts access to authorised volunteers on a need-to-know basis.

### **14.1. Core rules:**

- Only collect what is necessary for safety and reporting.
- Store securely and restrict access.
- Retain only as long as operationally or legally required.
- Share internally only where lawful and necessary (e.g., reporting to police).

### **14.2. Digital Evidence Copy Integrity Standard Disclaimer (Originals Working Copies).**

The NCW aims to preserve originals; allow controlled cropping/rendering/visibility adjustments only as working copies; label edited versions; keep edit logs; provide originals including working copies, including logs to police when required; in addition to prohibiting AI evidence transformation (non-negotiables)

### **14.3. Purpose**

To ensure digital evidence (images/video/audio) is managed in a way that supports reliability, accountability, and lawful disclosure to Queensland Police Service (QPS) where appropriate.

### **14.4. Definitions**

- Original (Primary Record): The first file was captured/exported from the source device/system (e.g., CCTV export, phone recording).
- Working Copy: A duplicate created for viewing, triage, or clarity (e.g., cropped or rendered stills).
- Published Copy: A version used in public communications (only where permitted and necessary).

Queensland recordkeeping guidance recognises creating "working images" where enhancements/alterations (including cropping) are required, while retaining the original. For Gov Queensland

### **14.5. Non-negotiables (Integrity Controls)**

Originals must be preserved.

- The original file must be retained in its original format.
- Originals must not be overwritten, replaced, or edited.

**14.5.1. Working copies must be clearly labelled.**

- Any altered file must be labelled as (WORKING COPY)
- NCW must be able to produce the original on request.

**14.5.2. Edit logging is mandatory- For any working copy, record:**

- Who made it, date/time?
- what was changed (e.g., crop area, brightness adjustment, still-frame export)
- What tool/software was used?
- where the original is stored

**14.5.3. Police submission provision rule**

- Where NCW provides material to police, provide:
  - Original (unaltered)
  - Working copy (Only if supplied or created)
  - Public Note: This supports transparency and reduces disputes about authenticity under Queensland evidence principles for documents/records produced by processes or devices. AustLII

**14.6. Permitted Editing (Working Copies Only)**

**14.6.1. The following may be performed only on a working copy, for clarity and triage:**

- Cropping to focus on the subject area
- Rendering still images from video (frame capture) for briefing
- Basic visibility adjustments (e.g., brightness/contrast) where they do not add/remove content.
- Redaction for privacy where appropriate (e.g., blur a bystander's face in a public post)

**14.7. Prohibited Editing**

The following must not be performed on originals, and must not be used to create "evidence-like" outputs:

- removing or obscuring relevant content
- altering timestamps displayed in-frame.
- adding elements, overlays that change meaning, or reconstructing content.
- any process presented as "enhancement" that materially changes what can be perceived as occurring.



#### 14.8. AI Use Restrictions

- AI must not be used to generate, reconstruct, deblur, "enhance", upscale, infer identities, or otherwise transform evidence for identification or investigative purposes.
- AI may be used only for administrative drafting that does not touch evidence content and is not presented as evidence.

#### 14.9. Surveillance and Audio Recording Caution

- Volunteers must not unlawfully record private conversations, nor shall they record in private places, and must not publish/disclose private conversation recordings contrary to Queensland listening device/privacy laws. [legislation.qld.gov.au](http://legislation.qld.gov.au)
- Public camera placement and recording should avoid capturing private areas where people expect privacy. Information Commissioner QLD.
- Volunteers may **NOT** publish or disclose private recordings

## **9. Community Engagement Plan**

## **15. COMMUNITY ENGAGEMENT**

### **15.1. Community and the Law - An Introduction**

Community and the law are intricately connected, forming a symbiotic relationship crucial for the governance, order, and welfare of society. Laws serve as the backbone of any organised community, providing the framework within which individuals interact, resolve disputes, and uphold rights and responsibilities. This essay explores the scope, objectives, advantages, disadvantages, and challenges inherent in the interplay between community and the law. Laws are essential for the functioning of society, serving as guidelines that regulate behaviour, ensure justice, and protect fundamental rights. Communities, comprising individuals with shared values, norms, and interests, both create and are subject to these laws. The relationship between community and the law is dynamic, influencing societal development, shaping cultural norms, and maintaining social order.

#### **15.1.1. Scope of Community and the Law (Study for considerations)**

The scope of community and the law encompasses various domains crucial for societal well-being:

1. **Civil Rights:** Laws protect individual freedoms such as freedom of speech, assembly, and privacy, ensuring that community members can live without fear of discrimination or oppression.
2. **Criminal Justice:** Legal frameworks define criminal offenses, prescribe punishments, and establish procedures for fair trial, thereby safeguarding public safety and order within communities.
3. **Environmental Protection:** Laws regulate the use of natural resources, pollution control, and conservation efforts, aiming to sustain ecological balance and preserve environmental quality for present and future generations.
4. **Economic Regulation:** Legal statutes oversee economic activities, ensuring fair trade practices, consumer protection, and the regulation of industries to foster economic stability and growth.
5. **Health and Safety:** Legal provisions establish standards for public health, workplace safety, food and drug regulations, and emergency response, ensuring the well-being of community members.
6. **Education:** Laws mandate educational standards, curriculum requirements, and access to education, promoting literacy, knowledge dissemination, and intellectual development within communities.
7. **Family and Personal Law:** Legal frameworks govern familial relationships, marriage, divorce, inheritance, and child custody, providing structure and protection in personal matters affecting community members.

## **16. Objectives of Community and the Law**

### **17. (Study for considerations)**

**17.1. The primary objectives of the interaction between community and the law include:**

1. **Maintaining Order and Stability:** Laws establish norms and regulations that promote orderly conduct, prevent conflict, and maintain societal harmony within communities.
2. **Protecting Fundamental Rights:** Legal frameworks safeguard individual rights and freedoms, ensuring equitable treatment, and protecting vulnerable groups from exploitation or discrimination.
3. **Ensuring Access to Justice:** Laws provide mechanisms for dispute resolution, ensuring that grievances are addressed fairly, and justice is accessible to all community members.
4. **Promoting Social Welfare:** Legal statutes aim to enhance the quality of life by providing essential services, social security benefits, and healthcare provisions to support community well-being.
5. **Facilitating Civic Participation:** Laws encourage community engagement in governance, decision-making processes, and public affairs, promoting democratic values and civic responsibility.
6. **Regulating Conduct:** Legal norms establish behavioural standards, deter unlawful activities, and promote ethical behaviour, thereby fostering a safe and conducive environment for community life.

**17.2. Advantages of Community and the Law (Study for considerations)**

Several advantages arise from the symbiotic relationship between community and the law:

1. **Social Cohesion:** Legal frameworks establish common standards and values, fostering unity, trust, and a sense of belonging within diverse communities.
2. **Protection and Security:** Laws provide protection against crime, exploitation, and abuse, ensuring the safety and security of community members.
3. **Dispute Resolution:** Legal mechanisms offer structured processes for resolving conflicts, reducing the likelihood of violence, and promoting peaceful coexistence.
4. **Economic Stability:** Regulatory frameworks promote fair competition, consumer protection, and economic growth, contributing to community prosperity and stability.
5. **Environmental Sustainability:** Environmental laws preserve natural resources, mitigate pollution, and promote sustainable practices, safeguarding ecological balance and community health.
6. **Empowerment and Justice:** Legal rights empower individuals to seek redress for grievances, challenge injustice, and assert their rights, promoting fairness and equality within communities.

**17.3. Disadvantages of Community and the Law (Study for considerations)**

Despite its benefits, the relationship between community and the law also presents challenges:

1. **Complexity and Accessibility:** Legal systems can be complex and difficult to navigate, posing barriers to understanding and accessing legal rights and remedies for ordinary community members.
2. **Inflexibility:** Laws may be slow to adapt to evolving societal values, technological advancements, or emergent challenges, leading to gaps in legal protection or relevance.
3. **Inequality in Justice:** Disparities in legal representation, access to resources, and enforcement of laws can perpetuate injustice and marginalize vulnerable or disadvantaged community members.
4. **Bureaucracy and Delay:** Legal processes may be bureaucratic, resulting in delays in dispute resolution or justice delivery, frustrating community members and undermining trust in the legal system.
5. **Cost and Affordability:** Legal proceedings can be prohibitively expensive, limiting access to justice for individuals with limited financial means and exacerbating socio-economic inequalities.

6. **Misuse of Legal Authority:** Laws can be misused or selectively enforced by authorities to suppress dissent, discriminate against certain groups, or maintain unjust power dynamics within communities.

## **Noted: Challenges in the Relationship Between Community and the Law**

Several challenges persist in effectively balancing the interests of community welfare and legal governance:

1. **Access to Justice:** Ensuring equitable access to legal resources, representation, and remedies remains a significant challenge, particularly for marginalized or remote communities.
2. **Legal Awareness:** Increasing legal literacy and awareness among community members is essential to empower individuals to assert their rights, navigate legal systems, and hold authorities accountable.
3. **Corruption and Accountability:** Addressing corruption within legal institutions and ensuring transparency, integrity, and accountability in law enforcement are critical to upholding the rule of law and fostering public trust.
4. **Cultural Sensitivity:** Legal frameworks must respect and accommodate cultural diversity, traditions, and values within communities to ensure laws are inclusive, relevant, and effective.
5. **Adaptation to Change:** Legal systems must be agile and responsive to societal changes, technological advancements, and emerging global challenges while upholding foundational principles of justice and fairness.
6. **Balancing Rights and Responsibilities:** Striking a balance between individual rights and collective responsibilities is essential for harmonious community coexistence, requiring nuanced legal frameworks and ethical considerations.

## **Youth Crime**

## 18. Youth Crime - a study reference

### 18.1. Purpose

This section supports residents to stay safe, stay lawful, and stay steady. It explains (at a high level) how youth crime and the youth justice system work, what the evidence says about reducing youth offending, and how NCW supports community wellbeing without turning neighbourhood safety into fear, rumours, or harassment. It is general information only and is not legal advice.

### 18.2. NCW's Role and Limitations

NCW is a community-based intelligence network, not a law enforcement agency. If there is an immediate risk to life or an active offence, contact **000** first. For non-urgent matters, use **Policelink (131 444)**, then lodge through NCW channels so intelligence can be verified, de-duplicated, and escalated appropriately. ([NCW Protocols & Release of Liability](#))

**NCW operates using civilian powers only and maintains strict boundaries:**

- We do not investigate, interview, detain, pursue, or "set traps" for young people.
- We **do not** publish unverified allegations, encourage retaliation, or facilitate vigilantism.
- We focus on **behaviours and evidence**, not stereotypes or assumptions.

([NCW Protocols & Release of Liability](#))

### 18.3. Understanding Youth Crime and the Youth Justice System

The youth justice system is the set of processes and practices for managing children and young people who have committed, or allegedly committed, an offence. States and territories have their own legislation and practices, but the general pathways are similar (police investigation, possible court action, and a range of court outcomes including diversion and supervised orders). ([AIHW](#)) It is also important to hold two truths at once:

- Most young people are not offenders, and youth presence in public spaces is not a "problem" by default.
- When serious offences occur, the harm to victims and the community is real and must be addressed through lawful reporting, evidence preservation, and follow-through.

Queensland audit reporting describes youth crime as complex and multi-factorial, noting that many young offenders experience significant challenges (including health/mental health issues and disengagement from education/employment), and that a whole-of-system approach is required. ([Queensland Audit Office](#))

That same reporting highlights that a smaller cohort of serious repeat offenders can account for a disproportionate amount of youth offending (including a reported 55% of youth crime attributed to serious repeat offenders in 2022–23). ([Queensland Audit Office](#)).

### 18.4. A Clear Line: "Kids Outside" vs "Criminal Behaviour"

*NCW has zero interest in a "Meddling approach" where normal youth activity is treated as suspicious. The threshold for concern is observable risk and conduct, for example:*

- Attempted unlawful entry, prowling, vehicle checking, theft, carrying a weapon, threats/violence, damage, stalking/harassment, or repeated suspicious surveillance of homes/vehicles.
- Conduct that matches a current police/community alert **and** is supported by time/location specifics.

Some research cautions that public narratives can sometimes stigmatise youth based on partial indicators and arrest data, and that adults and systems can influence youth pathways-another reason NCW avoids careless labelling and focuses on verified evidence and lawful pathways.

[youth-crime-project-part-1-age-...](#)

### 18.5. Psychological Impacts on Residents and Families

Youth crime - especially home intrusion, threats, and repeat victimisation - can cause:

- Hypervigilance, sleep disruption, avoidance of public spaces, and "always on edge" stress.
- Reduced trust in neighbours/strangers, family tension, and kids becoming anxious about normal routines.
- For victims, impacts can resemble post-traumatic stress responses (even when physical injury does not occur).

*NCW's stance is simple: community safety includes mental safety. We want residents informed, not panicked; confident, not consumed.*

### 18.6. What Works to Reduce Youth Involvement in Crime (Evidence-Informed)

The evidence base consistently points toward targeted, practical interventions - not performative outrage:

- Behavioural and interpersonal skills programs have been associated with substantial reductions in recidivism in meta-analytic work on serious juvenile offenders. [Australian Institute of Criminology](#)
- Family-based approaches (including structured family therapies) and strengthening family communication/parenting capability are repeatedly identified as effective elements across programs. [Australian Institute of Criminology](#)
- Intensive multi-component models (including family therapy, behavioural parent training, and cognitive-behavioural therapies) show strong outcomes in some evaluated cohorts, including markedly lower recidivism for participants in follow-up comparisons. [Australian Institute of Criminology](#)

NCW does **not** deliver clinical interventions. What we can do is help communities and partner services coordinate, refer, and support lawful prevention efforts.

# How NCW Supports the Community (Without Overstepping)

NCW support is practical, respectful, and consent-based:

## 1) Reporting confidence and evidence integrity

- We coach "how to report intelligently" so QPS receives the clearest possible picture: time, location, behaviours, vehicle details, direction of travel, and any available footage.
- We reduce duplication and rumour by verifying and consolidating information before escalation.

## 2) Community wellbeing support and stakeholder liaison

Where appropriate and with consent, NCW may help connect affected residents to:

- School wellbeing supports (for children impacted by local incidents)
- Community services and victim support pathways
- Local stakeholders who can assist with safety planning and recovery.

## 3) Communication that is firm, lawful, and fair

- We publish safety information focused on prevention and reporting pathways, not identity speculation.
- We thank police for their work and avoid commentary that could interfere with investigations.

## 19. Lawful Information Sharing and Digital Evidence Rules

NCW's non-negotiable principle is evidence integrity.

Do not publicly post evidence before police assessment; doing so could compromise safety, investigations, or fairness.

### 19.1. Editing rules (working copies only):

- NCW allows controlled cropping/rendering/visibility adjustments **only as working copies**, with clear labelling, edit logs, and originals retained. When required, originals + working copies + logs are provided to police. ([NCW Protocols & Release of Liability](#))
- Prohibited editing includes removing relevant content, altering timestamps, or adding elements that change meaning. ([NCW Protocols & Release of Liability](#))
- AI must not be used to generate, reconstruct, deblur, "enhance", upscale, infer identities, or otherwise transform evidence for identification or investigative purposes. (NCW Protocols & Release of Liability)



### 19.2. Audio/surveillance caution:

- Volunteers must not unlawfully record private conversations or disclose such recordings contrary to Queensland listening device/privacy laws; camera placement should avoid private areas where there is a reasonable expectation of privacy. (NCW Protocols & Release of Liability).

### 19.3. Respect, Privacy, and Safety Culture

NCW operates with a safety culture that protects victims, children, volunteers, and the wider community:

- People interacting with services and supporters have rights including respect, privacy and confidentiality, access to their information, advocacy, and complaint pathways. [families.qld.gov.au](https://families.qld.gov.au).
- Community members also have responsibilities to treat staff/volunteers with respect and support a safe environment. [families.qld.gov.au](https://families.qld.gov.au).

### 19.4. When to Escalate

- **Call 000:** active offence, threats, weapons present, immediate danger.
- **Policelink (131 444):** suspicious activity after the fact, non-urgent reporting, additional statements, or adding occurrences.
- **NCW reporting:** after police reporting (or alongside it) to enable verification, trend monitoring, and lawful escalation.

## **Standard Part Notice:**

(In conjunction with Community Engagement) This and the Above parts, must be read in conjunction with the Manual-Wide Disclaimer and Limitation of Liability and applies subject to that Disclaimer and the NCW Protocols & Release of liability.

# Youth Crime Cont.

## 19.5. Purpose

This Part provides community guidance on youth crime and community safety. It outlines NCW's role, boundaries, and support approach, including how NCW promotes intelligent reporting, protects privacy, and supports families and stakeholders affected by crime. NCW acknowledges and thanks Queensland Police Service (QPS) for their work in responding to and investigating crime.

## 19.6. NCW Role, Scope, and Limits

1. **NCW is not a law enforcement agency.** NCW does not exercise police powers and does not investigate offences or conduct enforcement activity.
2. NCW is a lawful, non-confrontational observation and reporting network. Volunteers must not confront, follow, pursue, or engage suspected offenders.
3. **NCW does not target lawful youth activity.** Youth being present in public spaces is not, by itself, suspicious. NCW only acts on **observable behaviours and evidence** that indicate risk or offending, consistent with NCW reporting standards and legal obligations.

NCW Protocols & Release of liability

## 19.7. Understanding Youth Crime and the Youth Justice System

1. What "youth justice" means: The youth justice system is the set of processes and practices for managing children and young people who have committed, or are alleged to have committed, an offence, with legislation and practice varying by state and territory. AIHW
2. Supervision principles: A key principle in Australian youth justice is that detention should be used only as a last resort, with most supervision occurring in the community. AIHW
3. Queensland context: Queensland audit reporting notes youth crime is complex and multi-factorial, often involving health and mental health challenges and disengagement from education/employment and indicates a whole-of-system approach is needed. Queensland Audit Office

### 19.8. Community Impact and Psychological Safety

Youth crime can produce a persistent sense of threat in affected neighbourhoods, particularly after unlawful entry attempts, threats, weapons involvement, or repeat incidents. NCW recognises that community harm is not only financial or physical; it can include:

- Hypervigilance, sleep disruption, anxiety, and avoidance behaviours
- Children become fearful of normal routines and public spaces.
- Reduced trust, social withdrawal, and neighbourhood tension

**NCW position:** community safety includes psychological safety. NCW aims to support residents to be informed and prepared without fuelling panic, rumour, harassment, or stigma.

### 19.9. Evidence-Informed Prevention and Reduction

NCW does not deliver clinical programs. However, NCW aligns its community messaging and stakeholder engagement with evidence-informed principles.

1. **What works (high level):** The Australian Institute of Criminology review summarises that prevention and reduction approaches include multi-component interventions, with strong emphasis on family-based and skills-based supports across prevention and offender intervention settings. Australian Institute of Criminology
2. **Avoid distorted narratives:** NCW avoids sensationalism and focuses on verifiable facts, recognising that some forms of data and commentary can exaggerate or misinterpret youth offending patterns.  
youth-crime-project-part-1-age-...  
youth-crime-project-part-1-age-...

### 19.10. NCW Community Support Approach

*NCW support is lawful, consent-based, and role-appropriate:*

1. **Reporting confidence and clarity**
  - The NCW educates residents on what details make reports useful (time window, location, behaviour description, direction of travel, vehicles, and supporting media).
  - The NCW encourages correct routing: 000 for active danger, Policelink for non-urgent reporting.

2. **Triage, verification, and de-duplication.**

NCW receives community information but applies internal quality checks and compliance rules before escalation or publication (facts only, no rumours, no identifying details of victims/witnesses). NCW Protocols & Release of liability

3. **Family, school, and stakeholder liaison (supportive, not investigative)**

Where appropriate and with consent, NCW may consult with families, school wellbeing staff, and local stakeholders to support post-incident wellbeing, safety planning, and referral pathways. NCW's role is coordination and support, not investigation.

4. **Victim respect and rights**

NCW supports a rights-based approach that includes respect, privacy/confidentiality, and advocacy options for people receiving support services. Families and Disability Services

**19.11. Rights, Powers, and Responsibilities (Plain Language)**

- **Residents have rights** to protect their safety, report crime, and share lawful information with police.
- **QPS has policing powers** and determines investigative and enforcement action.
- **NCW has a responsibility** to help the community report intelligently, preserve evidence integrity, and escalate verified intelligence through lawful channels, without vigilantism or defamation risk. Aligned with the: NCW Protocols & Release of liability

**19.12. Information Handling, Privacy, and Child-Safe Publishing Rules**

1. **No identification of victims, witnesses, or volunteers:** NCW communications must not publish identifying details of victims, witnesses, or volunteers.  
NCW Protocols & Release of liability
2. Anti-doxing and anti-defamation controls always apply (no naming alleged offenders; no personal info such as addresses/schools/workplaces).  
NCW Protocols & Release of liability.
3. **Evidence integrity is mandatory:** Originals must be preserved. Working copies may be created for clarity (cropped/rendered stills/visibility adjustments) only if labelled and logged. As aligned with the NCW Protocols & Release of liability

4. AI restrictions: AI must not be used to transform evidence into "evidence-like" outputs for identification or investigative purposes.

NCW Protocols & Release of liability.

#### 19.13. Quick Actions for Reporting (Residents and Families) – The C.R.I.M.E Flowchart

*"If you see or experience a crime or suspicious behaviour: follow C.R.I.M.E."*

- **Confirm/Call** - what happened (facts only, not assumptions) (Emergency to 000)
- **Record** - time window, exact location, descriptions (people/vehicles/direction).
- **Inform** - **000** if active danger, **Policelink** if after the fact.
- **Mitigate** - lock up, secure keys, remove valuables, turn on lights, alert neighbours safely.

NCW Protocols & Release of liability

- **Escalate** - submit to NCW for pattern tracking and onward escalation where appropriate.

NCW Protocols & Release of liability

#### 19.14. Post-Incident Wellbeing (Practical Steps)

After an incident, residents may consider:

1. Documenting what occurred (notes + timeline) and keeping any QP reference numbers.
2. Reviewing immediate safety measures (locks, lighting, camera positioning, vehicle key security).
3. Speaking with school wellbeing staff if children are anxious or impacted.
4. Seeking support services where needed (NCW can assist with referral pathways when consent is provided).

## **A.R.N.I.E Initiative**

## 19.1. A.R.N.I.E. Initiative (Inc DFWP)

*Animal Response & Neighbourhood Intelligence Exchange*

*Official page: <https://ourncw.com/A.R.N.I.E.Initiative>*

*Inception: (November 2025)*

### 19.1.1. Purpose and scope

A.R.N.I.E. The initiative exists to help residents respond lawfully when animals are harmed, stolen, neglected, abandoned, or found injured, by routing reports to the right authority, supporting evidence integrity, and building community intelligence through the NCW portal. Donations explicitly donated to A.R.N.I.E, go to

#### 19.1.1.1. A.R.N.I.E. covers:

- **Animal cruelty / neglect / abandonment**
- **Pet theft / attempted theft / suspicious approaches**
- **Lost / found companion animals.**
- **Injured / orphaned wildlife** (including marine strandings)
- **Repeat locations / trends** relevant to community safety.

The NCW A.R.N.I.E. The initiative does **not** replace police, RSPCA, wildlife carers, councils, or veterinarians.

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### 19.1.2. Non-negotiables (lawful conduct)

Residents and NCW volunteers must:

- **Prioritise safety** (people first, then [animal welfare](#))
  - **Not confront, chase, detain, or trespass**
  - Not dox, vilify, or "name and shame" individuals online unless officially released by QPS/Media
  - Preserve evidence (original files retained; no deceptive editing; no AI "enhancement" for identification)
  - Avoid hoax/vexatious complaints (Queensland guidance warns these may be offences) (Business Queensland)
-



### 19.1.3. Resident action steps (ARNIE pathway)

#### 19.1.3.1. Step A - Immediate risk or crime in progress

Call **000** when:

- there is immediate danger to a person,
- an animal is being harmed **now**, or
- a theft/violence incident is occurring (time-critical).

#### 19.1.3.2. Step B - Contact the correct animal authority.

**Animal cruelty / neglect / abandonment / injured, ill, trapped animals (domestic and wildlife):**

- **RSPCA QLD 1300 ANIMAL (1300 264 625)** (7am–7pm, 365 days) ([RSPCA Queensland](#))
- RSPCA also lists **1300 852 188** for urgent situations involving seriously injured/ill/trapped animals. ([RSPCA Queensland](#))
- Non-urgent matters can be lodged via RSPCA's online animal welfare complaint form. (RSPCA Queensland)

**Sick / injured / orphaned wildlife (Queensland Government guidance):**

- Call **1300 ANIMAL (1300 264 625)** to give wildlife the best chance of survival; after-hours arrangements exist. ([Queensland Government](#))
- **Do not attempt to manage** high-risk wildlife (e.g., bats, snakes, koalas, adult kangaroos/wallabies, raptors). ([RSPCA Queensland](#))
- Unlicensed persons may rescue wildlife in emergency circumstances, but arrangements should be made (within **72 hours**) for transfer to a licensed carer when required. ([Queensland Government](#))

**Marine animal strandings (turtles/dolphins/dugongs/whales):**

- Call **1300 130 372 (option 1)**. ([Queensland Government](#))

**Local wildlife rescue networks (examples for SEQ-use local group where relevant):**

- Wildcare (Gold Coast/Logan/Scenic Rim/Brisbane): **07 5527 2444 (24/7)** ([Wildcare Australia](#))
- Brisbane Area Rescue Network (BARN): **0405 056 066** ([Wildlife Queensland](#))
- Brisbane City Council (injured/orphaned animals in BCC area): **07 3403 8888** ([Wildlife Queensland](#))

**Road accidents involving animals:**

Queensland guidance indicates police should be contacted for road accidents involving animals. ([Business Queensland](#))

#### **19.1.3.3. Step C - Obtain and keep reference numbers.**

Where a report is made, residents should keep:

- any police reference/QP number (if applicable), and/or
- RSPCA complaint or call reference details (if provided).

#### **19.1.3.4. Step D - Submit to NCW (community intelligence)**

After contacting the relevant authority, submit to the NCW portal:

- <https://ourncw.com> → A.R.N.I.E. submission pathway (include reference numbers where available)
  - upload supporting evidence (originals retained; working copies labelled if used)
- 

#### **19.1.4. What information to include (resident checklist)**

Provide factual, objective information:

- date/time window; exact location.
  - animal type/breed/colour; collar/tag/microchip details if known.
  - what occurred (observed facts only)
  - offender/vehicle description (if applicable) and direction of travel
  - witnesses (first names only until authorities request more)
  - supporting evidence (CCTV/video/photos)
- 

#### **19.2. What not to do**

- Do not confront suspects, attempt recovery, or enter private property.
- Do not post identifying details of alleged offenders, victims or addresses online.
- Do not handle dangerous wildlife; seek advice and use approved pathways. ([RSPCA Queensland](#))
- Do not make hoax/vexatious reports. ([Business Queensland](#))

## **20. A.R.N.I.E. processing (after portal submission)**

### **20.1. NCW will apply an evidence-led process:**

### **20.2. Intake and triage**

- confirm correct authority contact has occurred (000 / Policelink / RSPCA / wildlife group / council as relevant)
- identify urgency and safety risk.

### **20.3. Verification and de-duplication**

- reduce misinformation and duplicates; request clarification if required.

### **20.4. Evidence integrity controls**

- originals retained; any clarity edits treated as labelled working copies.
- secure storage and access limitation

### **20.5. Community intelligence build**

- pattern tracking (repeat locations, times, methods, vehicle links)
- risk notes for prevention guidance.

### **20.6. Stakeholder liaison (lawful and appropriate)**

- support victims/witnesses to route information to police/RSPCA/council.
- provide consolidated intelligence where appropriate.

### **20.7. Public communications (only if lawful and necessary)**

- prevention guidance and witness prompts
- no identification, no doxing, no interference with investigations
- where applicable, direct residents to official reporting channels (RSPCA/police)

## **20.8. A.R.N.I.E. Initiative Disclaimer**

**2025 A.R.N.I.E. is a community support and intelligence framework. It is not an emergency service and does not exercise police powers. Information in this section is general guidance only and not legal advice. In emergencies call 000. For animal welfare concerns contact RSPCA QLD 1300 ANIMAL or relevant [wildlife/council services](#). NCW does not encourage confrontation, trespass, harassment, or public identification of alleged offenders. / 2026 A.R.N.I.E. is a community-led support and intelligence initiative operated by Neighbourhood Crime Watchers –**

## NCW Protocols & Guidelines (Public)

Community Intelligence (NCW). A.R.N.I.E. is **not** a law enforcement body, emergency service, regulatory authority, or animal welfare enforcement agency. It does not exercise police powers and does not replace Queensland Police Service (QPS), RSPCA Queensland, local councils, licensed wildlife carers, veterinarians, or any government agency. Information shared through A.R.N.I.E. and/or the NCW portal is provided for general community safety and animal welfare awareness only. It is **not legal advice** and must not be relied on as a substitute for professional legal, medical, veterinary, or emergency guidance. **Emergency and urgent reporting:** If there is immediate danger to any person, a crime in progress, or urgent risk of harm, contact **000** immediately. For animal cruelty, neglect, abandonment, injured domestic animals, or wildlife welfare concerns, residents must report via the appropriate official channels (such as [RSPCA Queensland](#) and/or relevant council or licensed wildlife rescue services) and follow their instructions. A.R.N.I.E. and NCW do not encourage or support confrontation, pursuit, detention, trespass, retaliation, harassment, vigilantism, or interference with investigations. Residents and volunteers must always act lawfully, respect privacy and child-safety requirements, and must not publish identifying information about alleged offenders, victims, witnesses, or private addresses online. Any evidence (including CCTV or images) should be preserved in its original form. Any working copies produced for clarity must not misrepresent events and should be clearly labelled. To the maximum extent permitted by law, NCW, A.R.N.I.E., their officers, volunteers, members, and contributors accept no responsibility for losses, damages, injuries, outcomes, or consequences arising from reliance on information shared through A.R.N.I.E., the NCW portal, or related community communications, including misuse, republication, alteration, or misinterpretation by third parties. This disclaimer does not exclude liability that cannot be excluded by laws.

## 21. Manual-Wide Disclaimer and Limitation of Liability

This Manual is issued by Neighbourhood Crime Watchers - Community Intelligence (NCW©) for internal governance, volunteer conduct, and community safety reporting guidance. The NCW Community Intelligence (NCW © ) is not a law enforcement agency. NCW© operates solely as a civilian, community-led reporting and safety resource and does not exercise police powers. This Manual does not authorise investigations, enforcement action, detention, pursuit, or public identification of alleged offenders unless provisions are provided by governing bodies.

Information received or recorded by NCW © (including from volunteers, residents, victims, and witnesses) is provided voluntarily and in good faith, and may be incomplete, time-sensitive, or unverified. Users must apply their own judgment and use official channels for reporting (000 for emergencies and Policelink for non-urgent matters). Nothing in this Manual constitutes legal advice.

Confidentiality and misuse: This Manual and any information handled under it must be used only for NCW© purposes. Any unauthorised sharing, publication, or use outside NCW © instructions and scope is not endorsed by NCW © and may expose the individual to legal risk.

Limitation of responsibility: To the maximum extent permitted by law, NCW©, its office holders, volunteers, and information contributors (including victims and witnesses who come forward) are not responsible for any loss, harm, damage, or other consequences arising from:

- a) reliance on information in this Manual or information shared with NCW©
- b) actions or decisions taken by third parties, including members of the public
- c) the sharing, republishing, or misuse of information by others
- d) operational delays, outages, or limitations in systems, communications, or resourcing.

Volunteer protections (Queensland): Volunteers and office holders may have statutory protections when acting in good faith in authorised community work. For example, the Civil Liability Act 2003 (Qld) provides that a volunteer does not incur personal civil liability for acts or omissions done in good faith when doing community work organised by a community organisation or as an office holder. However, those protections do not apply in defined circumstances, including where conduct constitutes an offence, where the volunteer is intoxicated and fails to exercise due care and skill, where the volunteer acts outside authorised scope or contrary to instructions, where insurance is required under law, or for certain motor accident liabilities.

Queensland Legislation asserts that no exclusion where unlawful: Nothing in this Manual limit or excludes liability where it cannot legally be limited or excluded, and nothing authorises unlawful conduct. All NCW © participants must comply with applicable laws and NCW © policies, including privacy, confidentiality, evidence integrity, and communications controls.

**Review:** This Manual and its disclaimers are subject to version control and external legal/compliance review as determined by the NCW@governance or entities appointed by the NCW executives.

**CONFIDENTIAL**

**SIGNATURE.**

**Non-Disclosure Agreement**

## 22. NEIGHBOURHOOD CRIME WATCHERS – COMMUNITY INTELLIGENCE

### VOLUNTEER NON-DISCLOSURE AGREEMENT (NDA)

**Version:** [v1.0]

**Effective Date:** Jan 5, 2026

**Governing Law:** Queensland, Australia

**Nature:** Volunteer confidentiality agreement (civilian organisation)

This Volunteer Non-Disclosure Agreement ("Agreement") is entered into between:

Neighbourhood Crime Watchers – Community Intelligence (NCW) ("NCW", "we", "us"), and

Volunteer (Full Names): \_\_\_\_\_ ("Volunteer", "you").

NCW and the Volunteer are together referred to as "the Parties".

#### 22.1. Purpose

NCW operates a community-led, civilian intelligence and prevention framework. Volunteers may access sensitive information including victim reports, witness details, CCTV/footage, location data, security vulnerabilities, internal protocols, and operational communications. This Agreement sets the minimum confidentiality and information-handling requirements to protect victims, residents, volunteers, NCW's governance, and lawful engagement with authorities and stakeholders.

#### 22.2. Acknowledgements

2.1 You acknowledge NCW is a **civilian organisation** and does not exercise police powers.

2.2 You acknowledge your role may provide access to sensitive material that must be protected from misuse, public dissemination, doxing, interference, or misrepresentation.

2.3 You agree to comply with NCW operational standards, including privacy, child-safety protections, evidence integrity, platform governance, and lawful civilian conduct.

#### 22.3. Definitions

**Confidential Information** includes any non-public information relating to NCW or any person interacting with NCW, whether received verbally, visually, electronically, in writing, or by access to NCW systems. Without limitation, this includes:

- Victim, witness, reporter, volunteer, partner, stakeholder identities and contact details.
- Addresses, routines, vulnerabilities, security layouts, camera placements, access codes, and location intelligence
- CCTV, images, video, audio, dashcam, screenshots, metadata, originals, and derivatives



## NCW Protocols & Guidelines (Public)

- NCW portal submissions, internal logs, moderation records, admin chats, volunteer rosters, patrol methods, risk flags
- Draft policies, legal correspondence, complaints material, disciplinary matters, vetting outcomes, internal investigations
- Any consolidated intelligence, trend assessments, suspect descriptions, or materials not officially released by NCW.
- Credentials, access links, group settings, admin tools, verification codes, and security controls
- Any information about liaison relationships or operational touchpoints with agencies or stakeholders that NCW does not officially name

**NCW Materials** means all documents, templates, training content, policies, processes, branding, data, and content created by or for NCW.

**Permitted Recipient** means a person or body you are authorised to share information with under this Agreement and NCW policy (e.g., NCW Executive/authorised admins; police when lawfully requested or to report a crime; legal adviser engaged by NCW; or other parties approved in writing by NCW).

### 22.4. Exclusions (what is not Confidential Information)

Confidential Information does not include information that you can demonstrate:

- a) is already lawfully public through no breach by you;
- b) you lawfully possessed before receiving it through NCW;
- c) was independently developed without use of NCW Confidential Information; or
- d) you are required to disclose by law, court order, or lawful direction of an authorised body.

### 22.5. Confidentiality obligations (core duties)

You must:

- 5.1 Keep confidential information strictly confidential and not disclose it to any person except a Permitted Recipient.
- 5.2 Use Confidential Information only for authorised NCW purposes and only within your approved role scope.
- 5.3 Not publish, post, forward, or "hint" confidential information on social media, in group chats, to friends/family, or to any third party.
- 5.4 Not identify or attempt to identify alleged offenders publicly and must never publish private addresses, personal identifiers, or information that facilitates harassment (no doxing).
- 5.5 Do not interfere with investigations or evidence, and must not coach witnesses, fabricate content, or encourage confrontation.

### 22.6. Evidence integrity and media handling

6.1 **Originals must be preserved.** If you receive footage/images, retain originals in their original form.

6.2 Where clarity edits are authorised (e.g., crop/render for visibility), you must:

- keep the original unchanged.
- label the edited copy as a "working copy"; and

- not edit in a way that misrepresents events, adds, or removes elements, or creates misleading impressions.
- 6.3 You must not create, solicit, or distribute manipulated media presented as factual.

## **22.7. AI and third-party platform restrictions (non-negotiable)**

7.1 You must not upload NCW Confidential Information (including CCTV, photos, names, addresses, reports, screenshots, or internal text) into any AI tool, public chatbot, image enhancer, transcription site, or third-party analysis platform unless explicitly authorised in writing by NCW Executive for a defined purpose and using an approved process.

7.2 You must not use personal accounts or consumer apps to "process" sensitive NCW data (including auto-backups to unapproved cloud services) unless approved and configured in line with NCW's data controls.

## **22.8. Data security and access control**

8.1 You must protect access to NCW systems and spaces (strong passwords, device lock, no credential sharing).

8.2 You must not add people to NCW-administered groups/chats/systems without authorisation.

8.3 You must immediately notify NCW of:

- lost/stolen devices containing NCW information,
- suspected account compromise, or
- any accidental disclosure or suspected data breach.

NCW PRIVACY CONTACT: [myncwcomintelligence@gmail.com](mailto:myncwcomintelligence@gmail.com)

PRIVACY POLICY: <https://ourncw.com/privacy-policy>

## **22.9. Permitted disclosures.**

You may disclose Confidential Information only:

- a) to a Permitted Recipient and only the minimum necessary;
- b) to report a crime or provide relevant information to police through lawful pathways;
- c) where required by law/court order/lawful direction; or
- d) with prior written approval by NCW Executive.

This Agreement does not prevent you from seeking independent legal advice for yourself, provided you do not disclose NCW Confidential Information beyond what is necessary and lawful.

## **22.10. Media and public communications**

1 You must not speak to the media, elected representatives, agencies, or the public as an NCW representative unless you are an authorised liaison/spokesperson for that purpose.

2 Public statements about NCW operations must follow NCW publication controls (verification-only where needed; prevention-focused; privacy-safe; no naming individuals).

## **11) Return, deletion, and retention**

1 On request, or when your volunteer role ends (for any reason), you must promptly:

- return all NCW property and NCW Materials.
- delete or securely destroy Confidential Information in your possession or control (including copies), as directed by NCW; and
- confirm completion in writing if requested.

2 Where the Volunteer is legally required to retain a record (e.g., for personal legal advice), you must notify NCW and continue to protect confidentiality.

## **22.11. Intellectual property and NCW Materials**

All NCW Materials remain the property of NCW. You receive a limited, revocable permission to use NCW Materials only for NCW purposes within your approved role.

### **13) Breach and consequences.**

13.1 A breach of this Agreement may result in immediate actions including removal of access, suspension, termination of volunteer role, and internal investigation.

13.2 Where conduct indicates unlawful activity, NCW may refer matters to appropriate authorities and/or seek legal remedies.

13.3 You agree to cooperate with any reasonable steps required to contain harm resulting from a breach.

## **22.12. No employment relationship**

Nothing in this Agreement creates an employment relationship, partnership, or agency. You remain a volunteer and must not represent otherwise.

## **22.13. Term**

This Agreement commences on the Effective Date and continues during your volunteer role and **after it ends**, for as long as the information remains confidential (unless released into the public domain lawfully and without breach).

## **22.14. General**

16.1 **Entire agreement:** This document represents the full confidentiality agreement between the Parties for NCW volunteering.

16.2 **Severability:** If any part is unenforceable, the remainder continues in effect.

16.3 **Amendments:** Must be in writing and approved by NCW Executive.

16.4 **Governing law:** Queensland, Australia.

### 23. SIGNATORY for NCW NDA

By signing, you confirm you have read, understood, and agree to be bound by this Agreement.

#### Volunteer

Full Legal Name: \_\_\_\_\_

Address/Suburb (Choose 1): \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Signature:

X  
\_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

#### NCW Authorised Representative

Position Title (e.g., Executive): \_\_\_\_\_

Name: \_\_\_\_\_

Signature:

X

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**Witness (recommended)**

Name: \_\_\_\_\_

Signature:

X

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

## Indices & References

# Indices

Indicators to Internal NCW documents.

- Neighbourhood Crime Watchers – Community Intelligence. (2026). *NCW-2026 Protocols & Guidelines 2026* [[Internal document](#)].
- Neighbourhood Crime Watchers – Community Intelligence. (n.d.). *NCW Volunteer Manual and Operational Protocols* [[Internal document](#)].
- Neighbourhood Crime Watchers – Community Intelligence. (n.d.). *NCW General Release of Liability* [[Internal document](#)].
- Neighbourhood Crime Watchers – Community Intelligence. (n.d.). *NCW Incident/Intel Reporting Templates* [[Internal document](#)].
- Neighbourhood Crime Watchers – Community Intelligence. (n.d.). *NCW Platform Rules* [[Internal document](#)].
- Neighbourhood Crime Watchers – Community Intelligence. (n.d.). *NCW Data Handling and Access Control Summary* [[Internal document](#)].

## 23.1. Legislation (Queensland)

- *Anti-Discrimination Act 1991* (Qld). [Queensland Legislation](#). ([Queensland Legislation](#))
- *Civil Liability Act 2003* (Qld). [Queensland Legislation](#). ([Federal Register of Legislation](#))
- *Criminal Code Act 1899* (Qld). [Queensland Legislation](#). ([Queensland Legislation](#))
- *Defamation Act 2005* (Qld). [Queensland Legislation](#). ([Queensland Legislation](#))
- *Information Privacy Act 2009* (Qld). [Queensland Legislation](#). ([Queensland Legislation](#))
- *Invasion of Privacy Act 1971* (Qld). [Queensland Legislation](#). ([Queensland Legislation](#))
- *Police Powers and Responsibilities Act 2000* (Qld). [Queensland Legislation](#). ([Queensland Legislation](#))
- *Weapons Act 1990* (Qld). [Queensland Legislation](#). ([Federal Register of Legislation](#))
- *Work Health and Safety Act 2011* (Qld). [Queensland Legislation](#). ([Queensland Police Service](#))
- *Working with Children (Risk Management and Screening) Act 2000* (Qld). [Queensland Legislation](#). ([Crime Stoppers Queensland](#))

## 23.2. Legislation (Commonwealth)

- *Cybercrime Act 2001* (Cth). [Federal Register of Legislation](#). ([Federal Register of Legislation](#))
- *Online Safety Act 2021* (Cth). [Federal Register of Legislation](#). ([DITRDC](#))
- *Privacy Act 1988* (Cth). [Federal Register of Legislation](#). ([NSSS](#))

- Telecommunications (Interception and Access) Act 1979 (Cth). Federal Register of Legislation. (Federal Register of Legislation)

### 23.3. Reporting channels and public reporting resources

- Queensland Police Service. (n.d.). *Policelink – reporting (online forms)*. Retrieved December 30, 2025, from [Queensland Police Service](#). ([Queensland Police Service](#))
- Queensland Government. (2025). *Report a crime or disturbance*. Retrieved December 30, 2025, from [qld.gov.au](#). ([Queensland Government](#))  
Lawnotes website. Retrieved November 30, 2024, from <https://lawnotes.co/author/snehalatha>.
- Crime Stoppers Queensland. (n.d.). *Make a report*. Retrieved December 30, 2025, from Crime Stoppers Queensland. (Crime Stoppers Queensland)

### 23.4. Privacy, surveillance, and guidance documents referenced.

- Office of the Australian Information Commissioner. (n.d.). *Australian Privacy Principles*. Retrieved December 30, 2025, from [OAIC](#). ([oaic.gov.au](#))
- Office of the Australian Information Commissioner. (n.d.). *Security cameras*. Retrieved December 30, 2025, from [OAIC](#). ([oaic.gov.au](#))
- Office of the Information Commissioner Queensland. (n.d.). *Camera surveillance, video, and audio recording: A community guide*. Retrieved December 30, 2025, from [OIC Queensland](#). ([OIC Queensland](#))

### 23.5. Secondary legal resources and further reading

- Australasian Legal Information Institute. (n.d.). *Criminal Code Act 1899 (Qld), s 546 (citizen arrest provisions)*. Retrieved December 30, 2025, from [AustLII](#). ([Federal Register of Legislation](#))
- French, R. (2009). *The common law and the protection of human rights* (speech, 4 September 2009). Retrieved December 30, 2025, from [High Court of Australia \(PDF\)](#). ([ResearchGate](#))
- French, R. (2010). *Protecting human rights without a bill of rights* (speech, 26 January 2010). Retrieved December 30, 2025, from [High Court of Australia \(PDF\)](#). ([ALHR](#))
- Law Council of Australia. (n.d.). *Rule of law principles*. Retrieved December 30, 2025, from [Law Council of Australia](#). ([ResearchGate](#))
- Meagher, D. (2011). *The common law principle of legality in the age of rights*. *Melbourne University Law Review*, 35. Retrieved December 30, 2025, from [MULR](#). ([UWA Research Repository](#))



- Southalan, J. (2011). *Common law v human rights: Which better protects freedoms?* Retrieved December 30, 2025, from [UWA Research Repository \(PDF\)](#). ([AustLII](#))

## 23.6. NCW Web Reference

**23.6.1. Neighbourhood Crime Watchers – Community Intelligence. (n.d.). NCW website. Retrieved December 30, 2025, from:**

- NCW Home
- Community Intelligence
- Neighbourhood Coms
- Watchline Investigative News
- LiveSafe Lives
- Patroller Portal
- Neighbourhood Partners
- The **A.R.N.I.E.** Initiative (DFWP)
- NCW Privacy Statement

## 23.7. QPS Crime prevention information

- [Armed Robbery Awareness booklet](#)
- [Armed Robbery Awareness information sheet](#)
- [Business Security information sheet](#)
- [Giving a Good Description information sheet](#)
- [Home Security Guide information sheet](#)
- [Identity Safety information sheet](#)
- [Motorcycle Security information sheet](#)
- [Multi-level Residential Security information sheet](#)
- [Personal Safety information sheet](#)
- [Property Identification information sheet](#)
- [Safer Living for Queenslanders booklet](#)
- Senior's Safety information sheet
- [Vehicle Security information sheet](#)

## 24. REFERENCES

### 24.1. Official NCW

- NCW Portal (verification + submissions): NCW Community Intelligence

### 24.2. META (Facebook/Messenger/Instagram) - report impersonation

- Report a Facebook profile or Page pretending to be you or someone else:  
<https://www.facebook.com/help/174210519303259/>.
- Report an account that is impersonating you on Instagram:  
<https://www.facebook.com/help/370054663112398/>.

### 24.3. safety - evidence and reporting guidance

- How to collect evidence (before you block/report): <https://www.esafety.gov.au/report/how-to-collect-evidence>
- Taking action (Collect / Report / Block / Support / Review):  
<https://www.esafety.gov.au/women/women-in-the-spotlight/take-action>
- What you can report to safety: <https://www.esafety.gov.au/report/what-you-can-report-to-esafety>

## 25. LEGISLATION

- Queensland Criminal Code Act 1899 (Qld) – s 408C (Fraud): Criminal Code Act 1899 - Queensland Legislation
- Commonwealth Criminal Code Act 1995 (Cth) – Part 9.5 (Identity crime): Criminal Code Act 1995 - Federal Register of Legislation
- Commonwealth Criminal Code Act 1995 (Cth) – s 474.17 (Using a carriage service to menace, harass or cause offence): <https://www.legislation.gov.au/C2004A04868/2018-05-23>
- Defamation Act 2005 (Qld): Defamation Act 2005 - Queensland Legislation
- Competition and Consumer Act 2010 (Cth) – Schedule 2 (Australian Consumer Law), s 18: [Competition and Consumer Act 2010 - Federal Register of Legislation](#)
- Queensland Criminal Code Act 1899 (Qld) – s 408C (Fraud): Criminal Code Act 1899 - Queensland Legislation
- Commonwealth Criminal Code Act 1995 (Cth) – Part 9.5 (Identity crime): Criminal Code Act 1995 - Federal Register of Legislation
- Commonwealth Criminal Code Act 1995 (Cth) – s 474.17 (Using a carriage service to menace, harass or cause offence): <https://www.legislation.gov.au/C2004A04868/2018-05-23>
- Defamation Act 2005 (Qld): [Defamation Act 2005 - Queensland Legislation](#)

- Competition and Consumer Act 2010 (Cth) – Schedule 2 (Australian Consumer Law), s 18: Competition and Consumer Act 2010 - Federal Register of Legislation

### **25.1. Additional Reference links**

### **25.2. META (Impersonation reporting)**

- Facebook: Report a profile or Page pretending to be you or someone else.
- Report a Facebook profile or Page pretending to be you or someone else | Facebook Help Centre
- Messenger: Report impersonation (Facebook profile/Page) via Messenger help
- Report a Facebook profile or Page pretending to be you or someone else | Messenger Help Centre
- Criminal Code Act 1899 (Qld) (includes s 408C and s 408D)
- Criminal Code Act 1899 - Queensland Legislation
- Summary Offences Act 2005 (Qld) (includes s 22 Imposition)
- Summary Offences Act 2005
- Defamation Act 2005 (Qld)
- Defamation Act 2005 - Queensland Legislation

## **26. COMMONWEALTH LEGISLATION**

- Criminal Code Act 1995 (Cth) (Part 9.5 Identity crime; s 474.17): Criminal Code Act 1995 - Federal Register of Legislation
- Australian Consumer Law ([Sch 2, Competition and Consumer Act 2010 \(Cth\)\) \(s 18\)](#)
- [Competition and Consumer Act 2010 - Federal Register of Legislation](#)

## **27. Appendices**

### **Appendix A. Example Vetting & Clearance Process (Public Summary)**

Stage 1 - 4 - Stage 1 - Application Received, Stage 2 - Identity & Suitability Verification, Stage 3 - Vetting (Risk-Based Screening), Clearance Decision, Stage 4 - Trial Period (Operational Readiness).

### **Appendix B - Criminal History Non-Negotiables (Public Statement)**

### **Appendix C - Identity Collection (What NCW can collect)**

Primary ID, Secondary ID, OAICOAIC

## 28. Copyright and Use

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